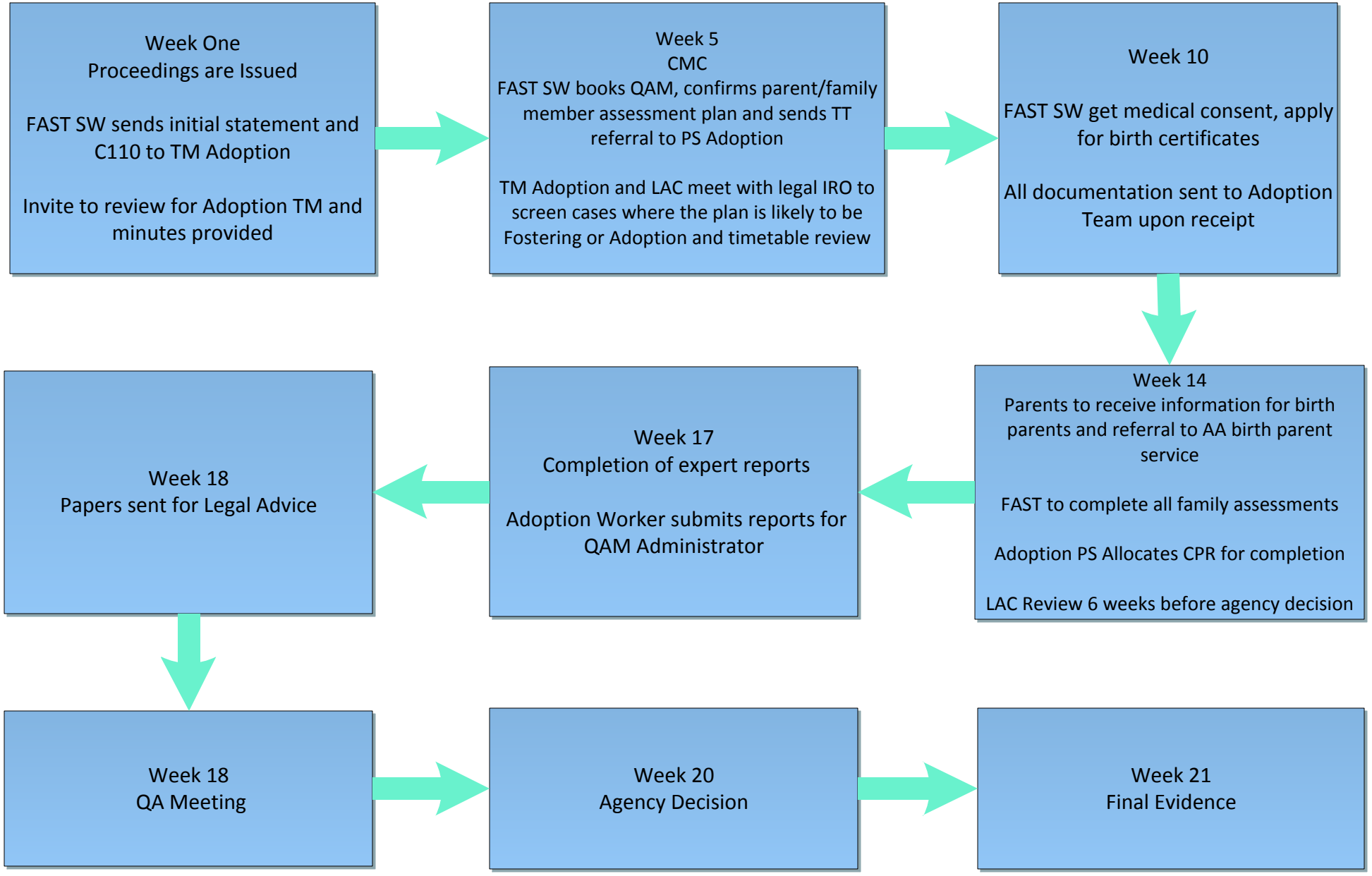Appendix 2
Quality Assurance Process