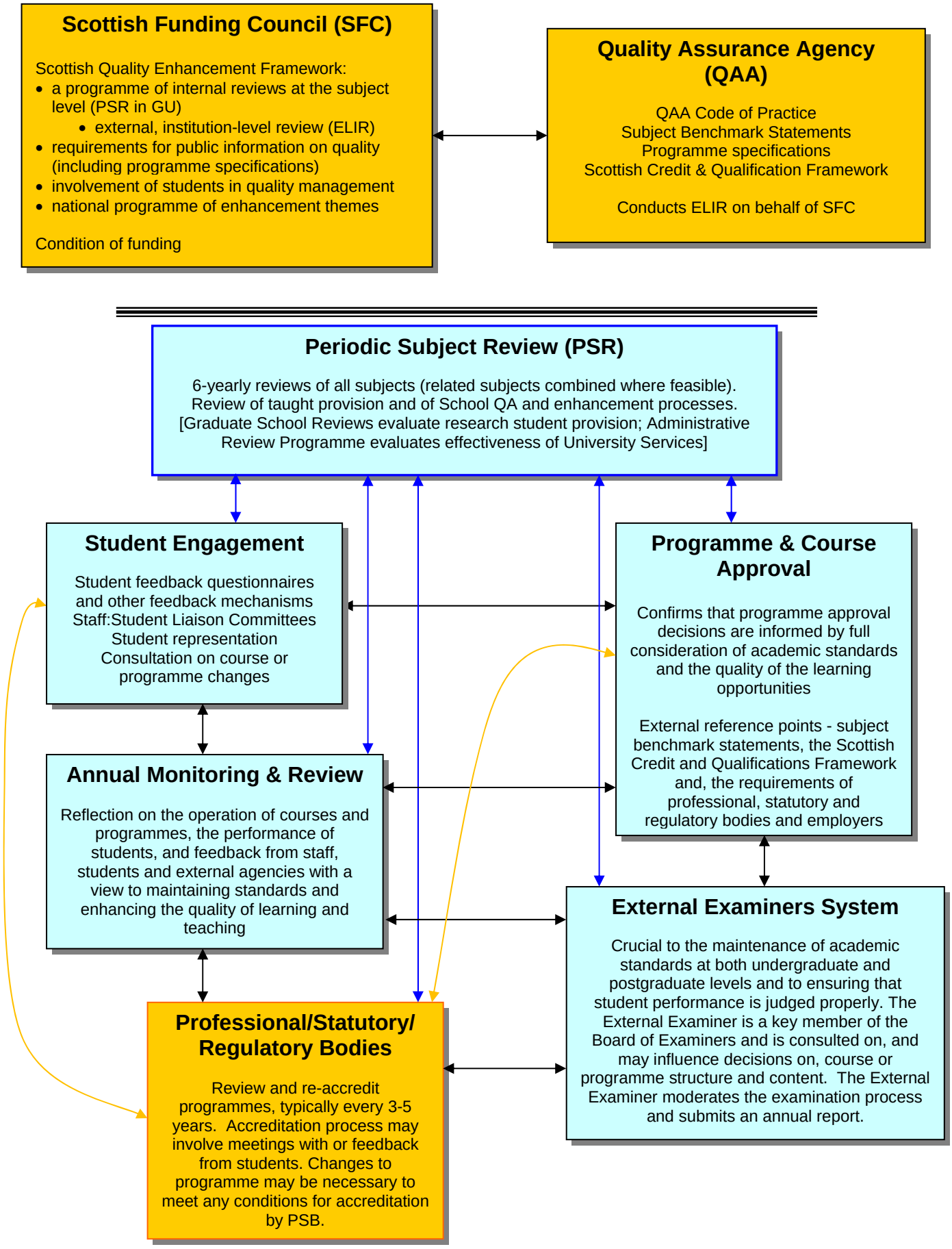
Appendix 1

Quality Assurance and Enhancement Processes