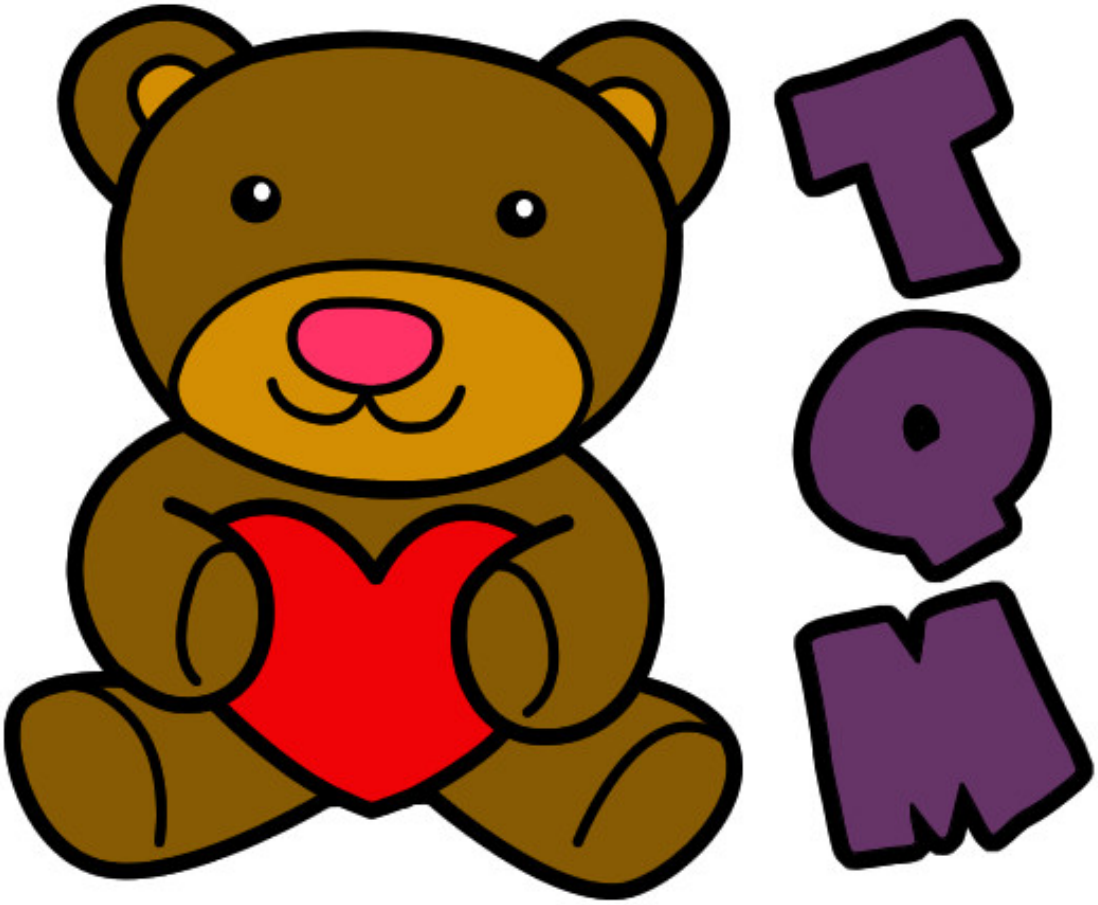
TQM