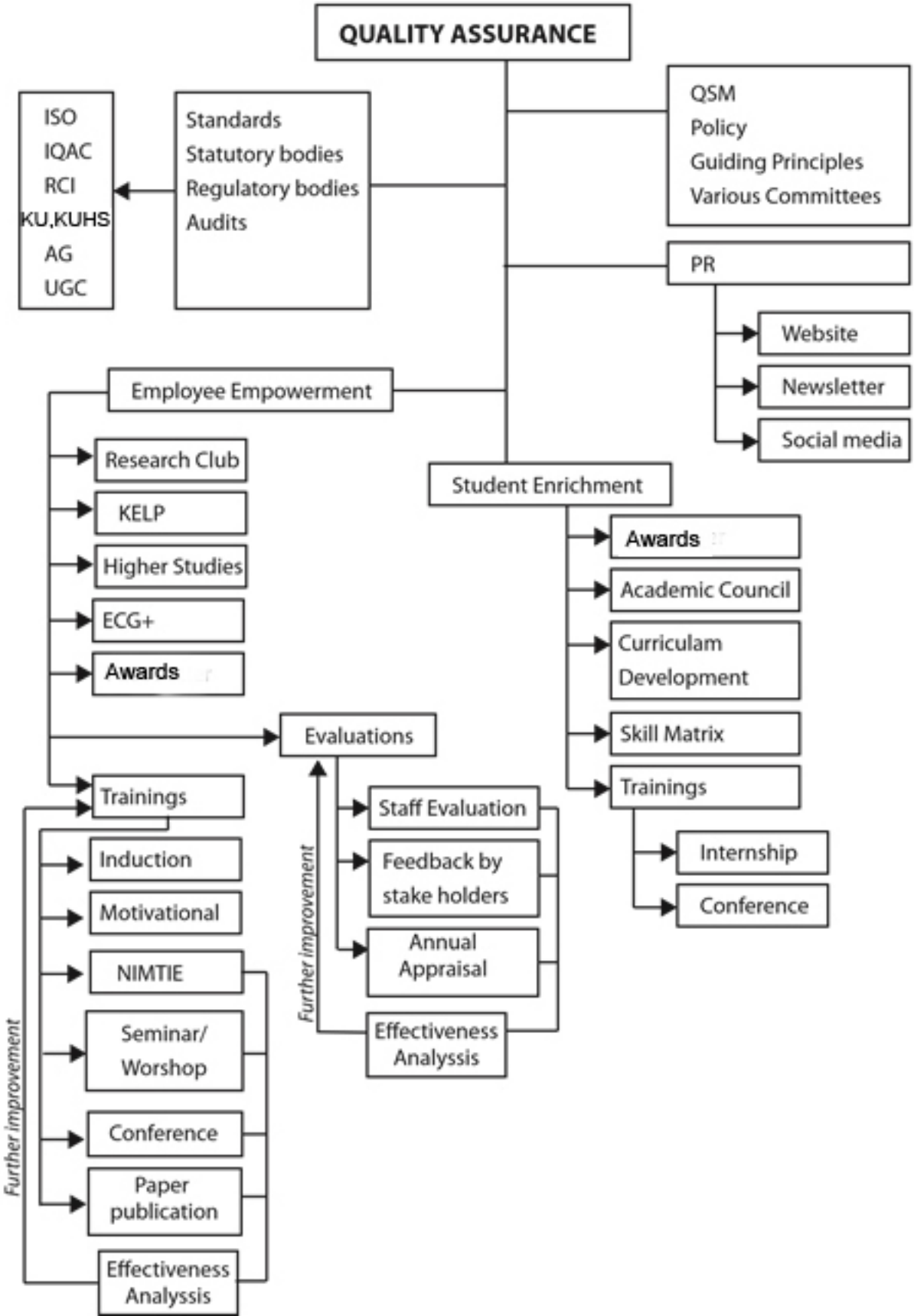QUALITY ASSURANCE PROCESS