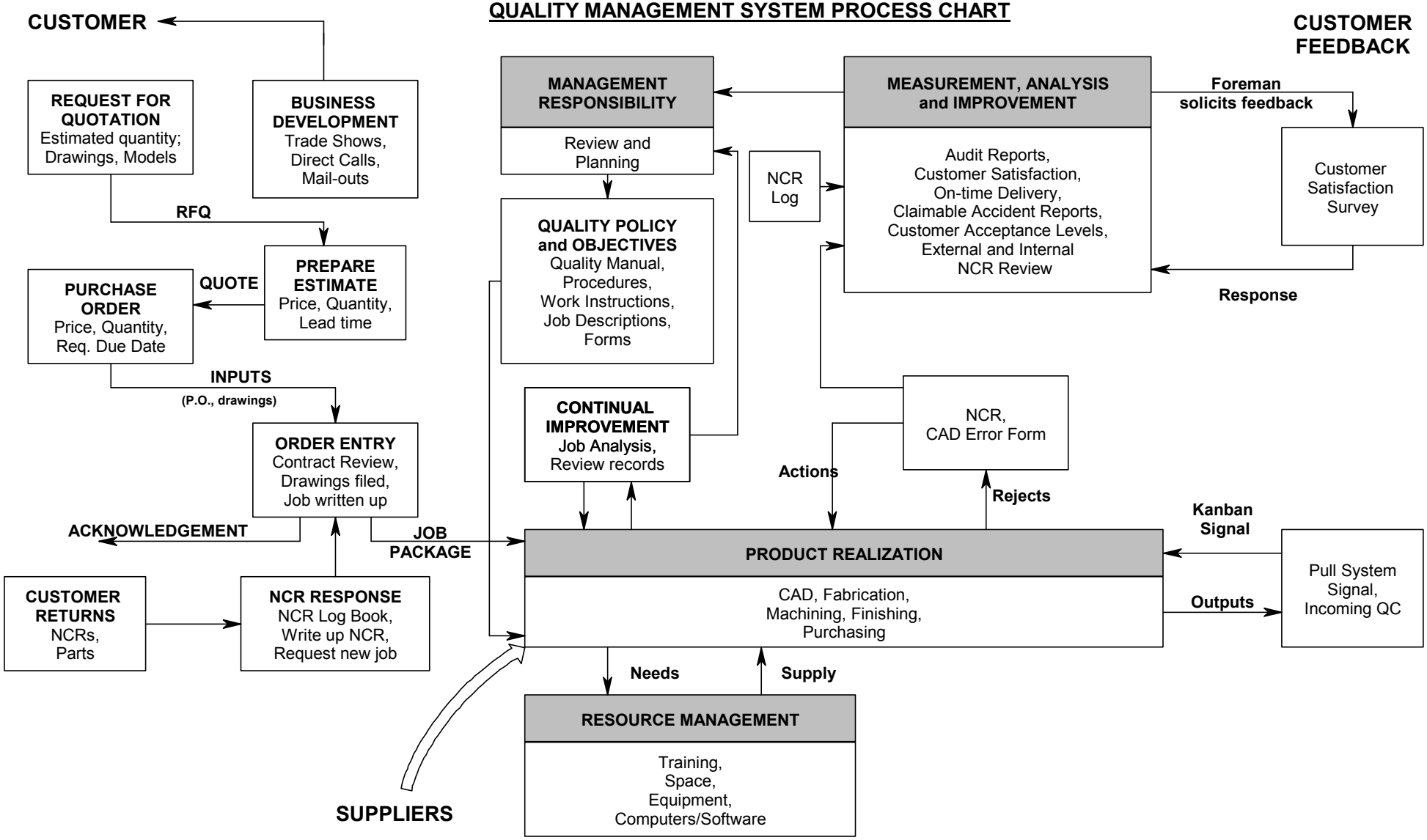# QUALITY MANAGEMENT SYSTEM PROCESS CHART