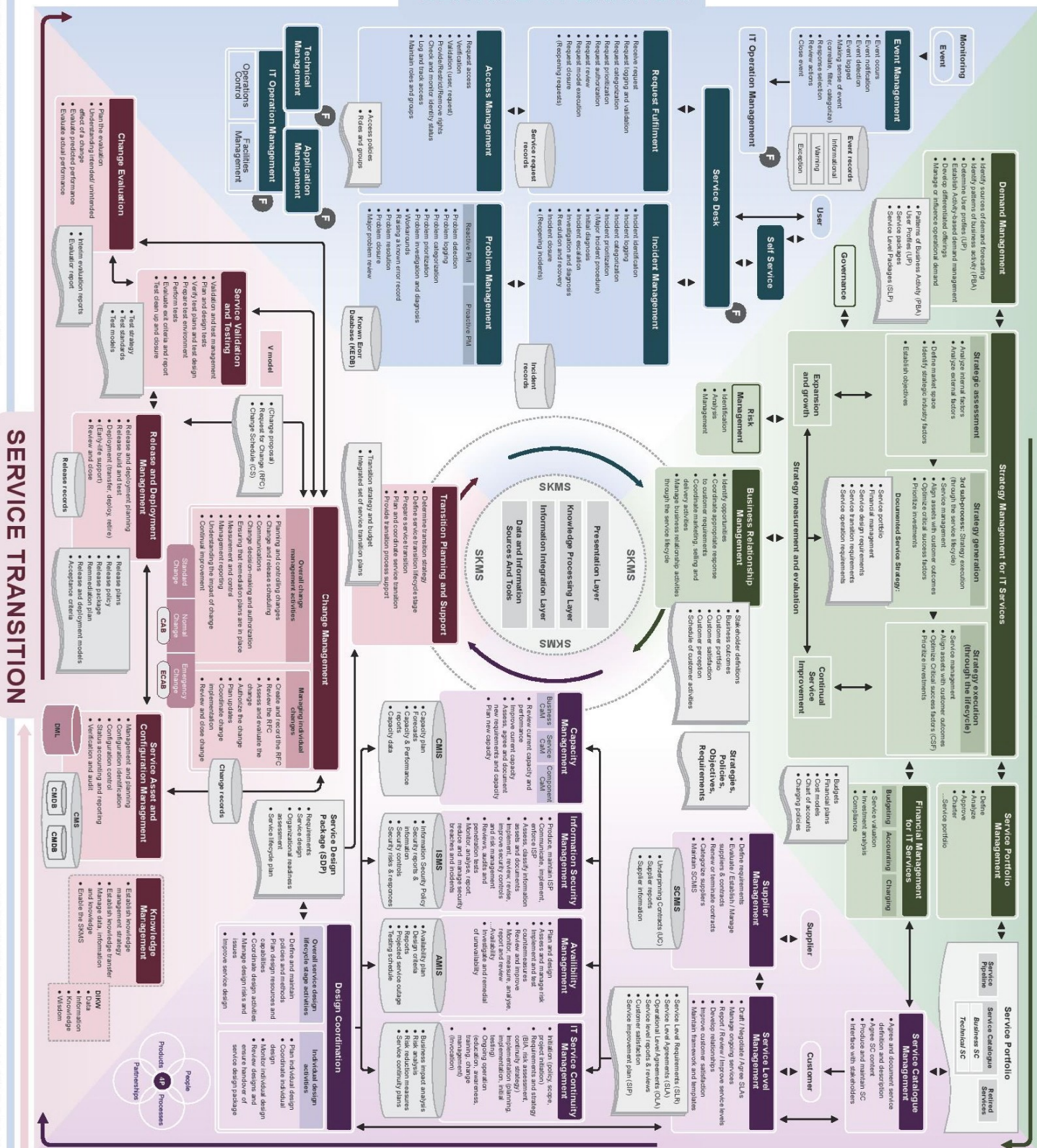


SERVICE STRATEGY



CONTINUAL SERVICE IMPROVEMENT

