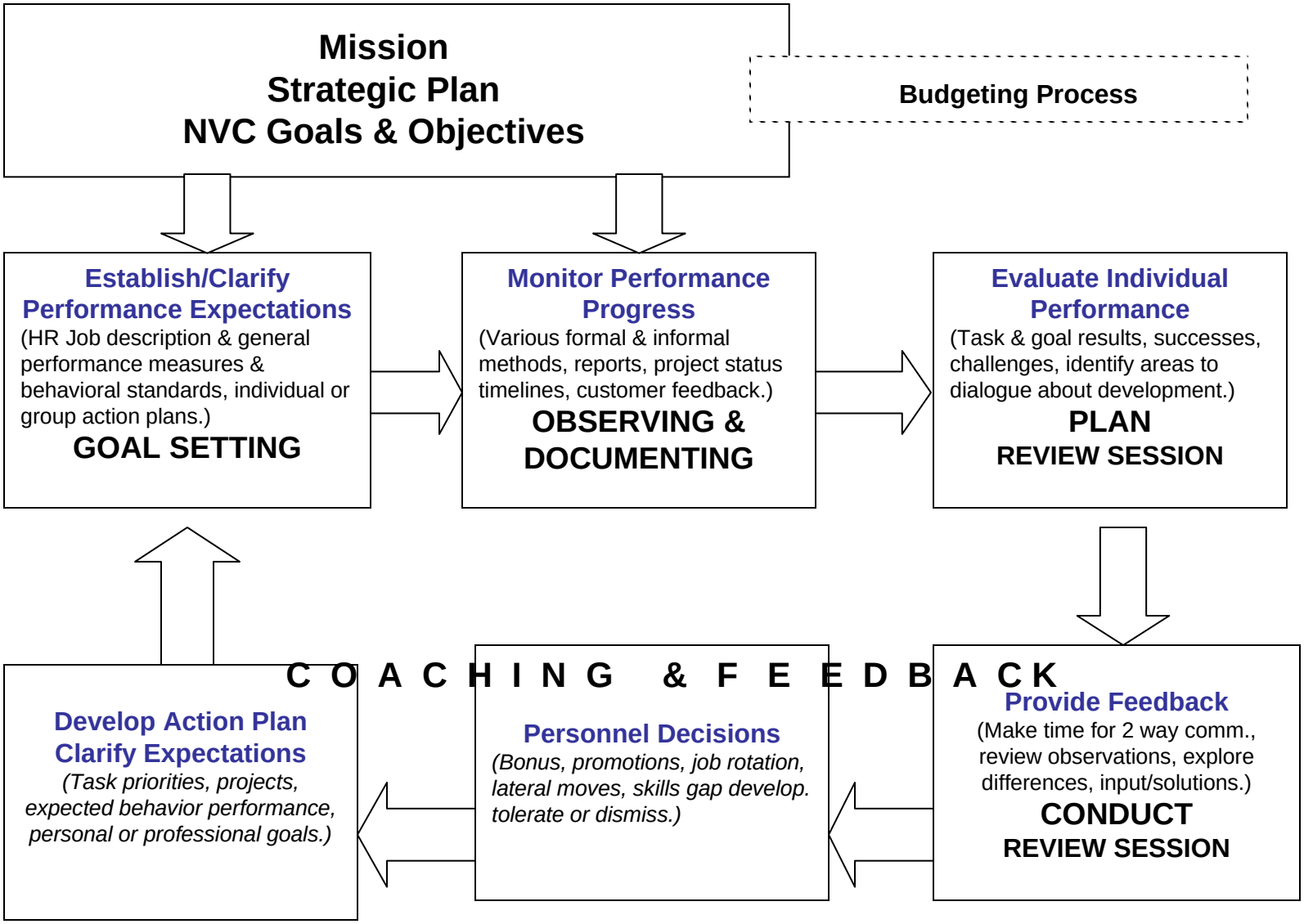Performance Management Process