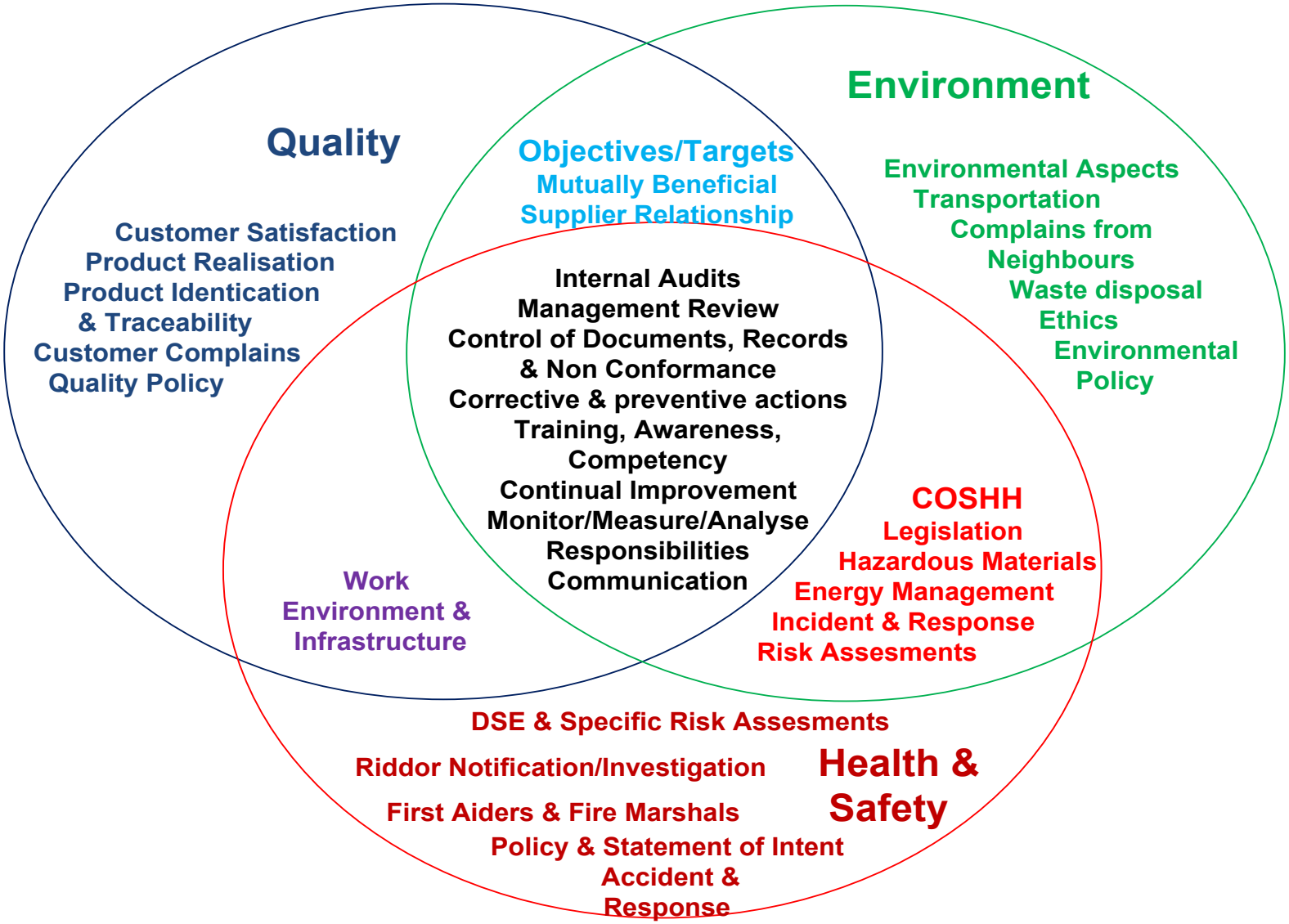INTEGRATED MANAGEMENT SYSTEM