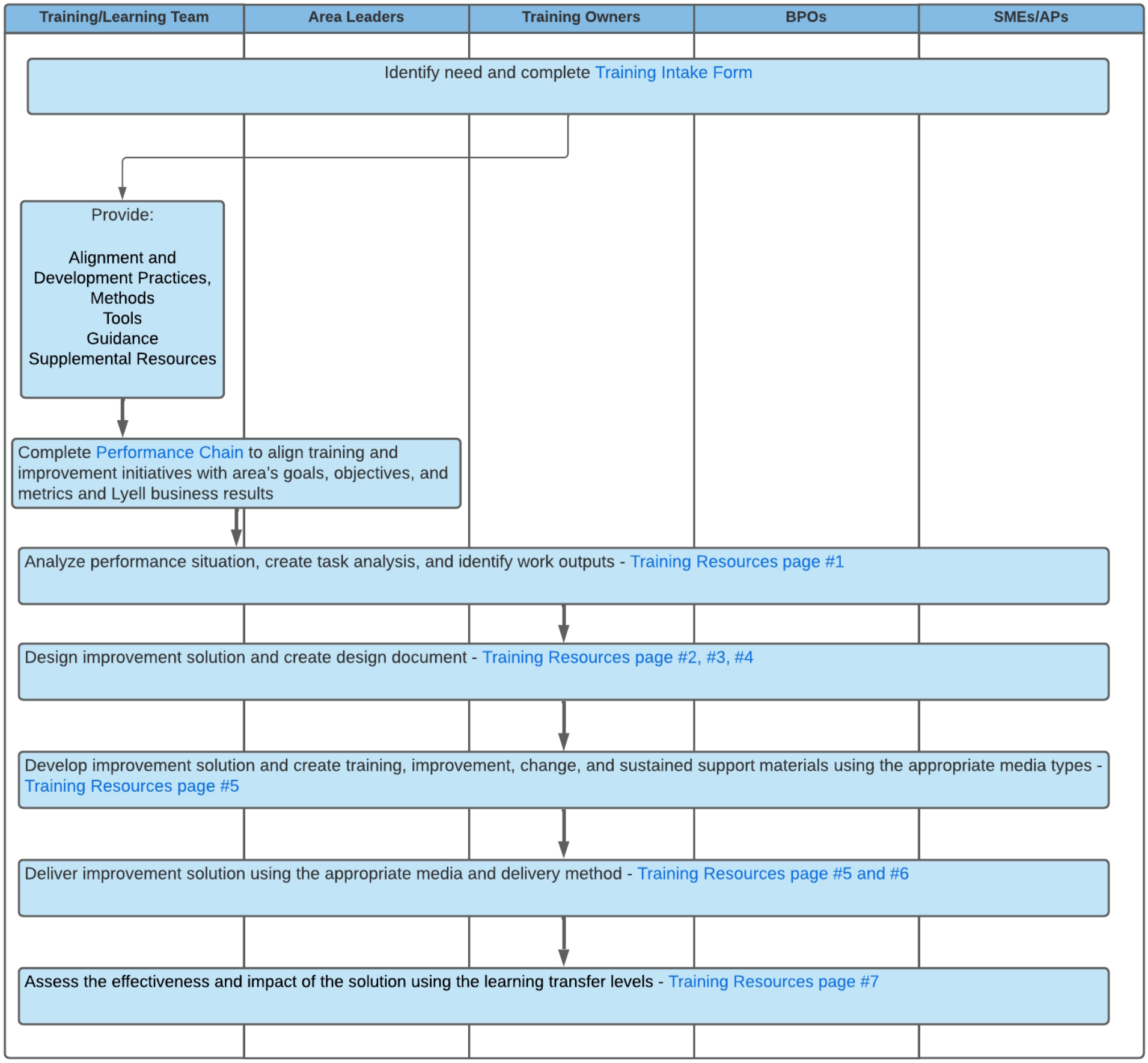Training and Continuous Improvement Capability Process