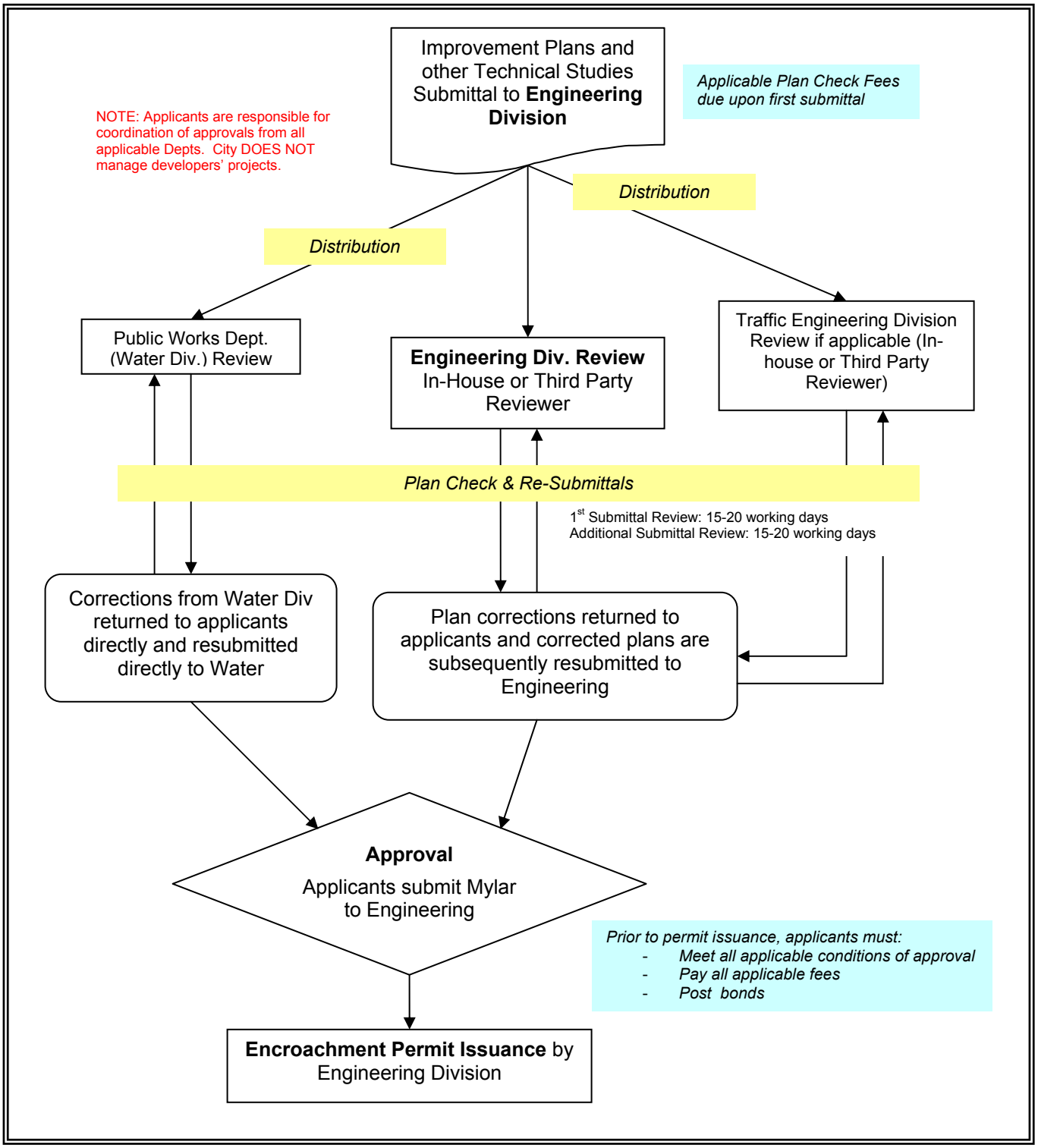Improvement Plans Review Process