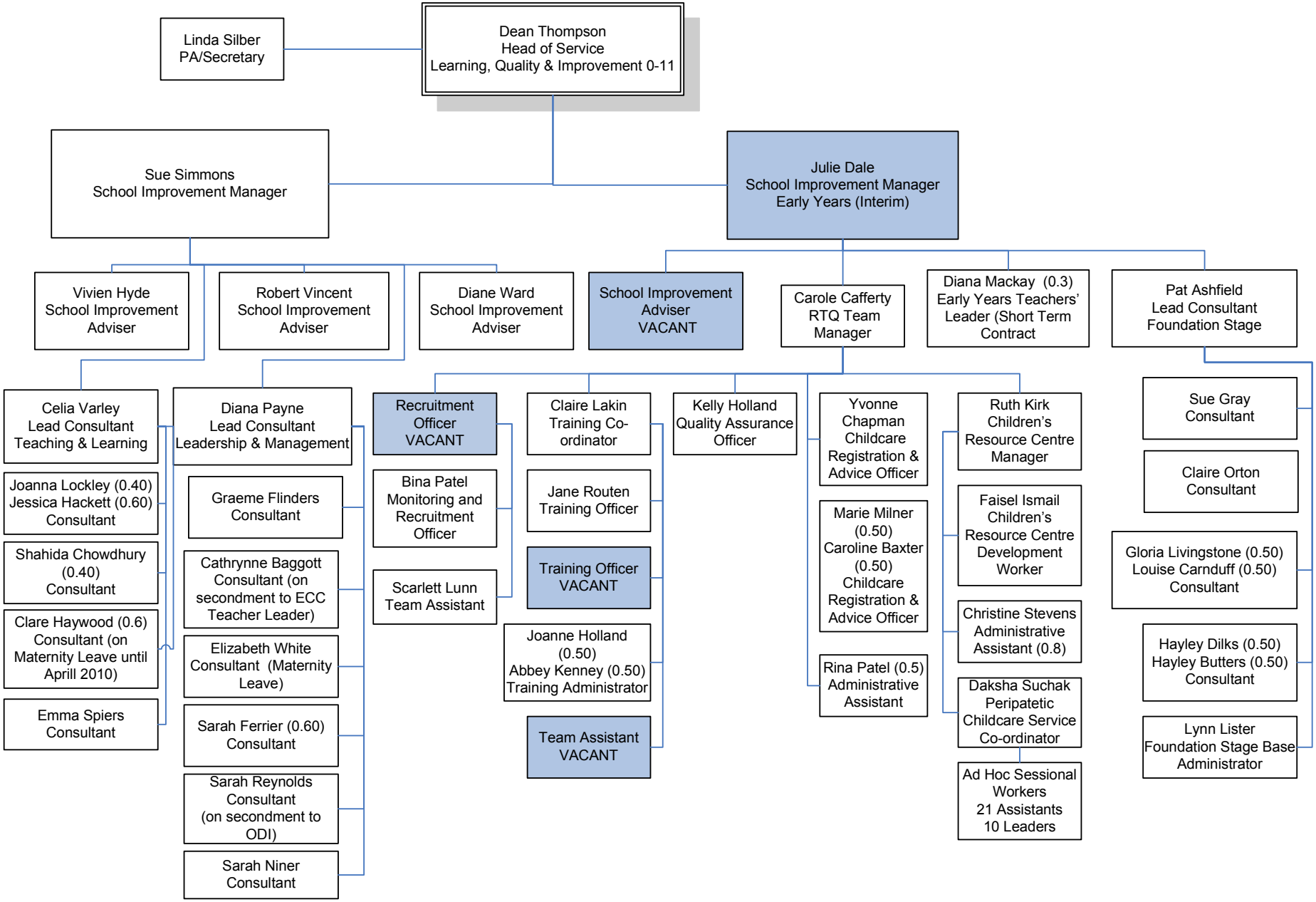Learning, Quality & Improvement 0-11