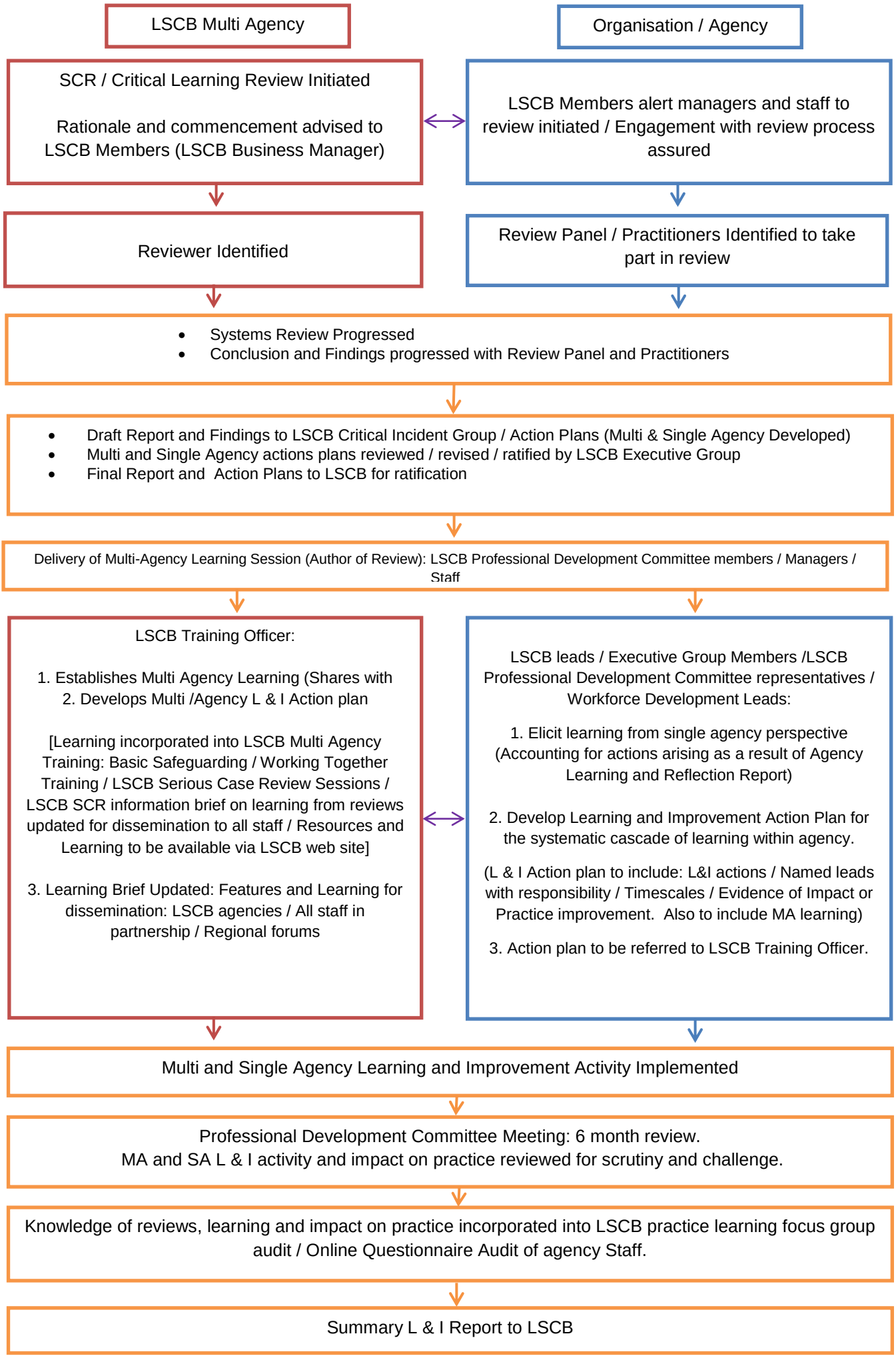LSCB Review - Learning and Improvement - Process Flowchart