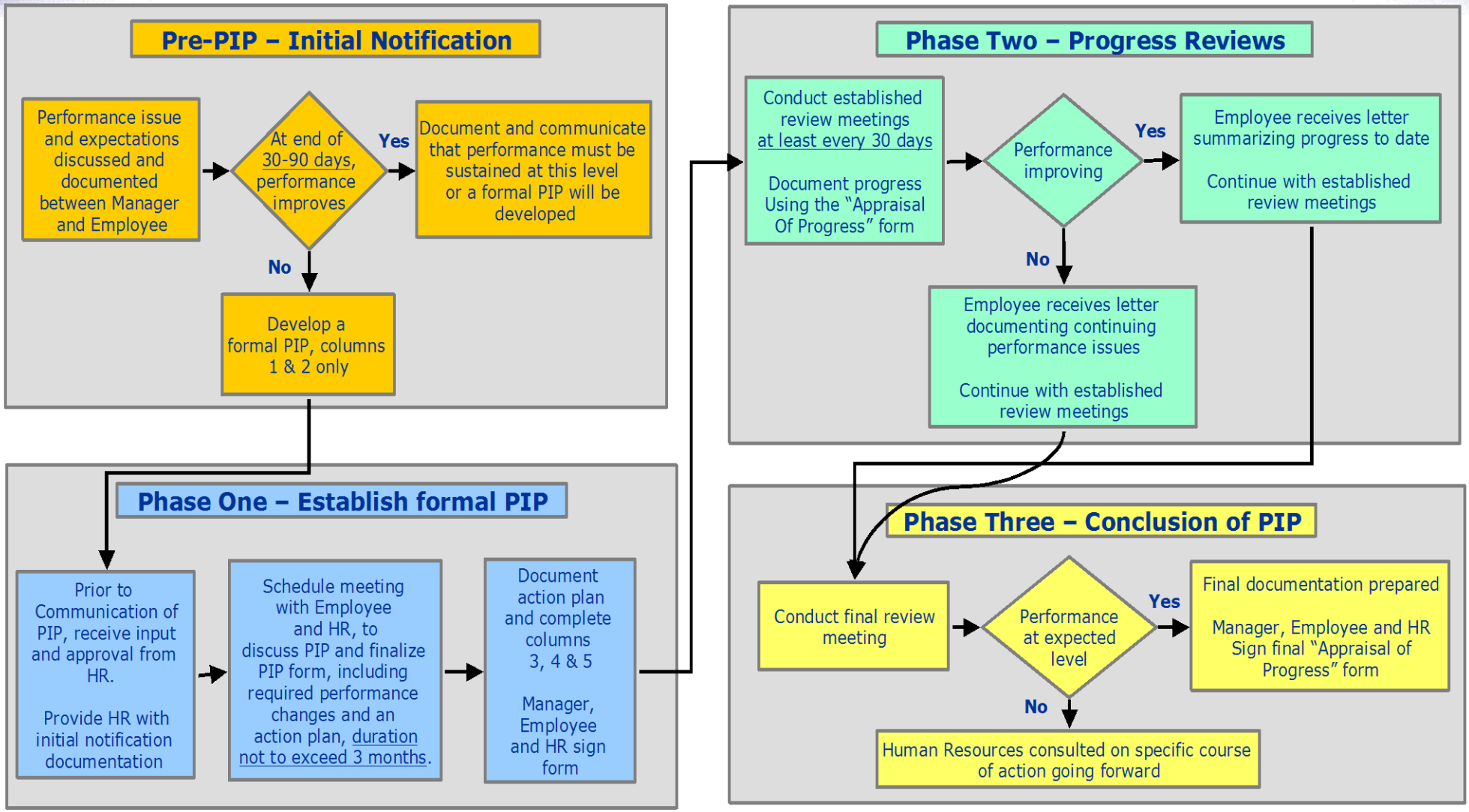Performance Improvement Plan Process