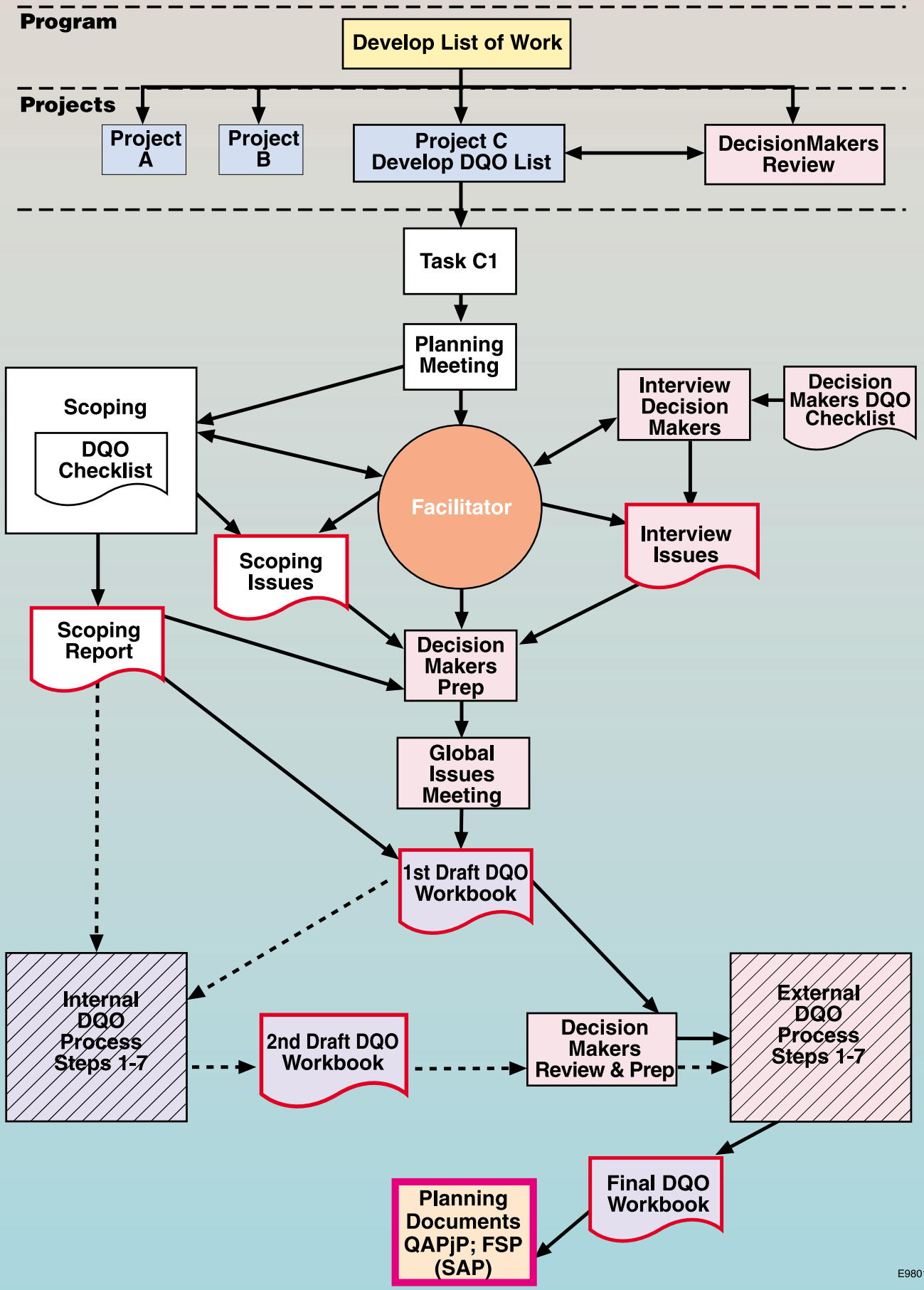ERC DQO IMPLEMENTATION PROCESS