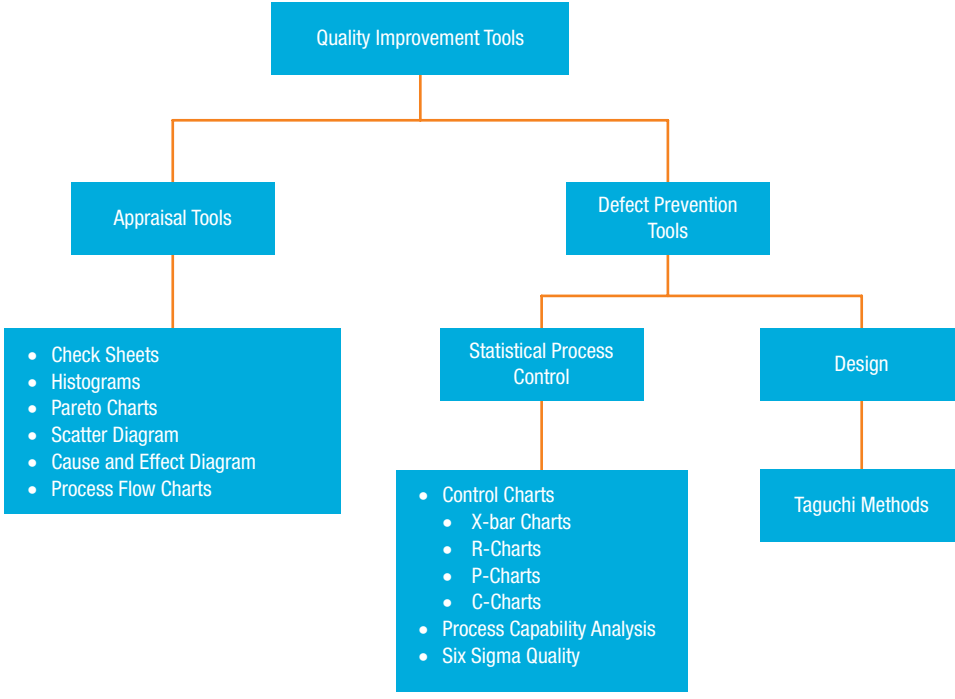FIGURE 6.1: Overview of Quality Improvement Tools