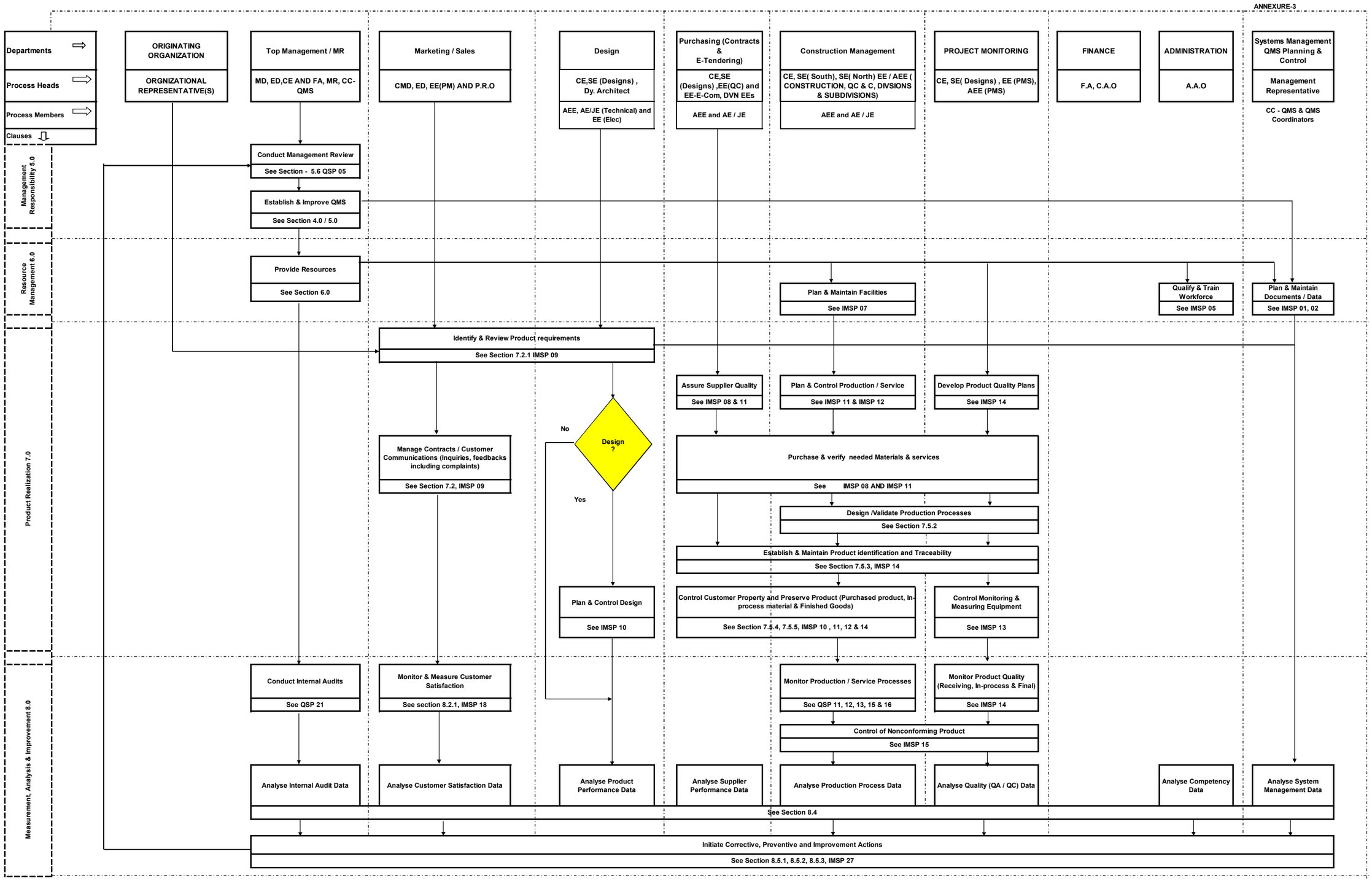Annex 2: Key Processes of QMS- Sequence and their Interaction