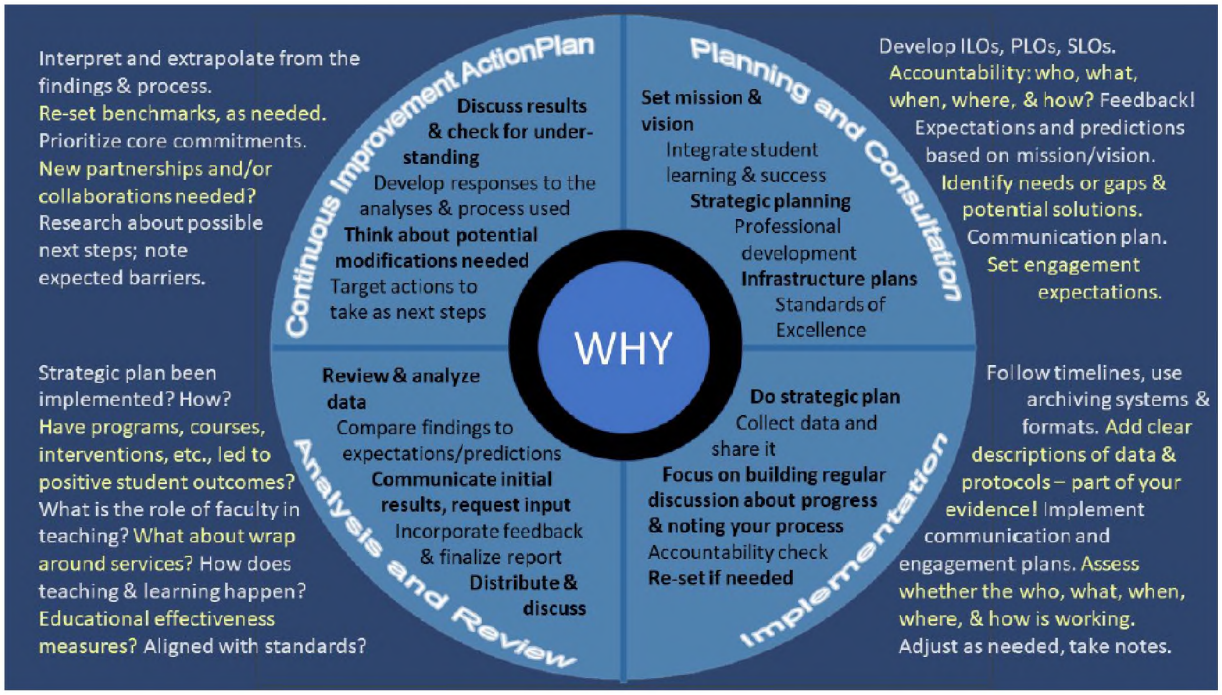CSUCI's Continuous Improvement Model