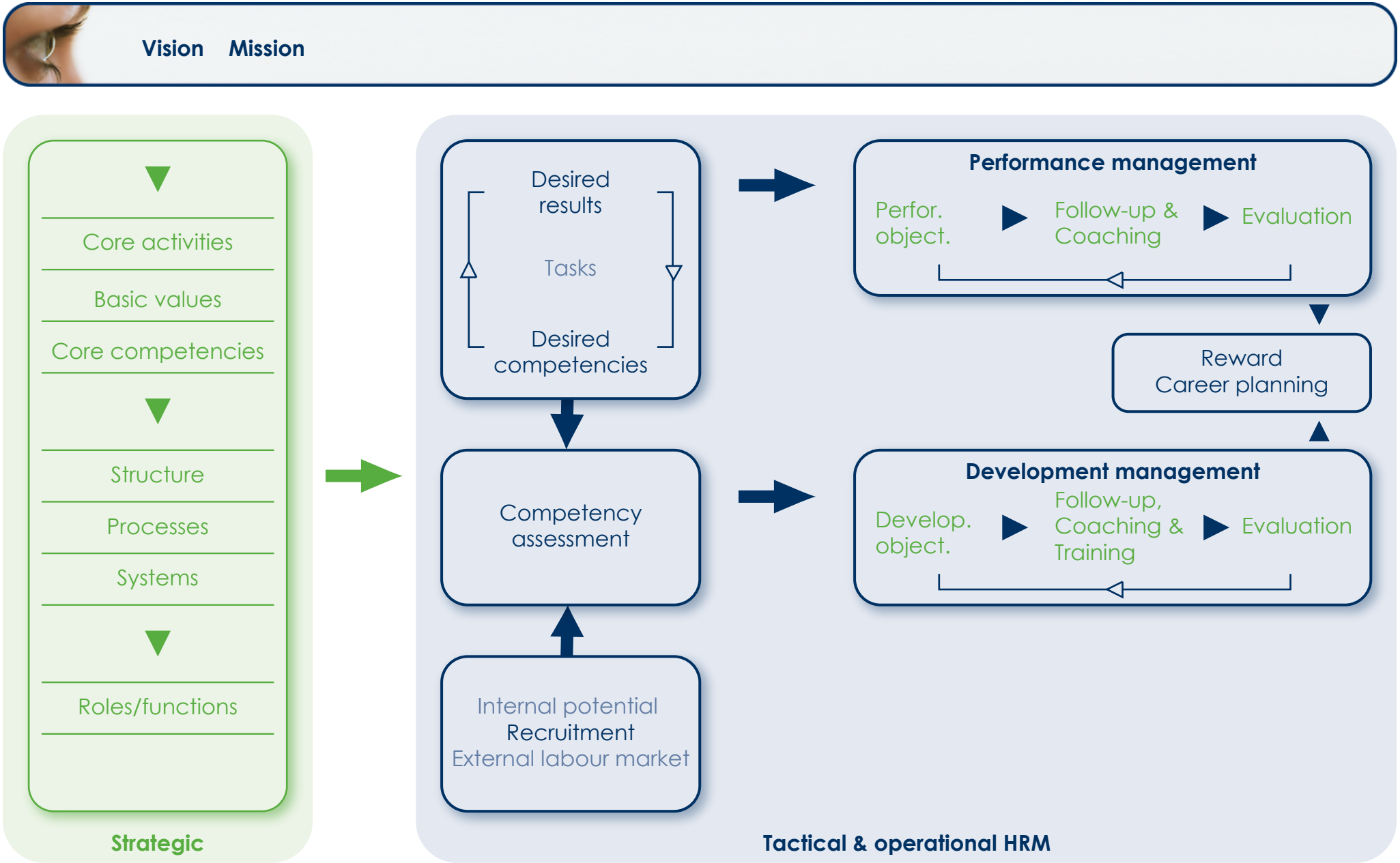Quintessence Performance & Competency Management Model®