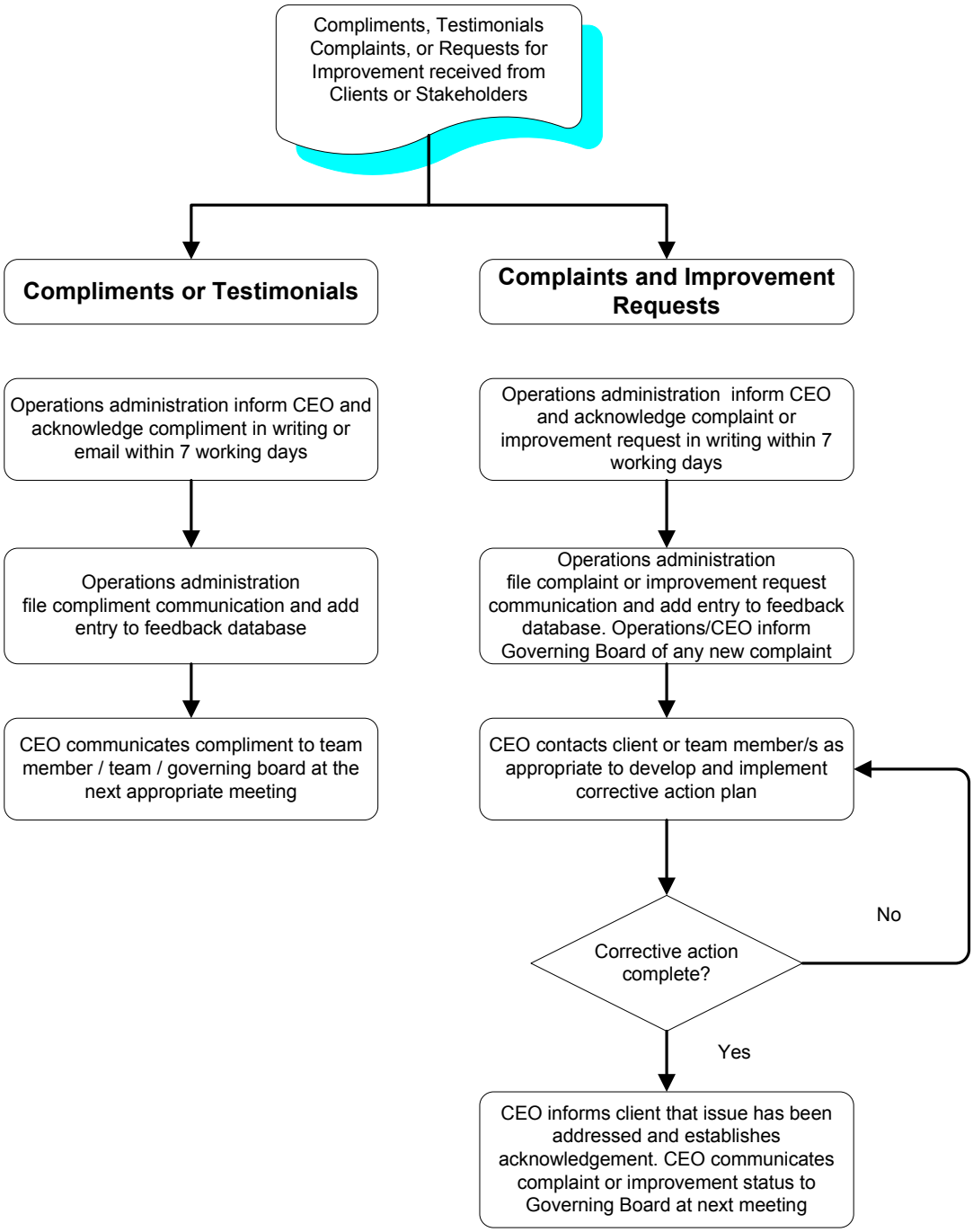CLIENT and STAKEHOLDER FEEDBACK MANAGEMENT