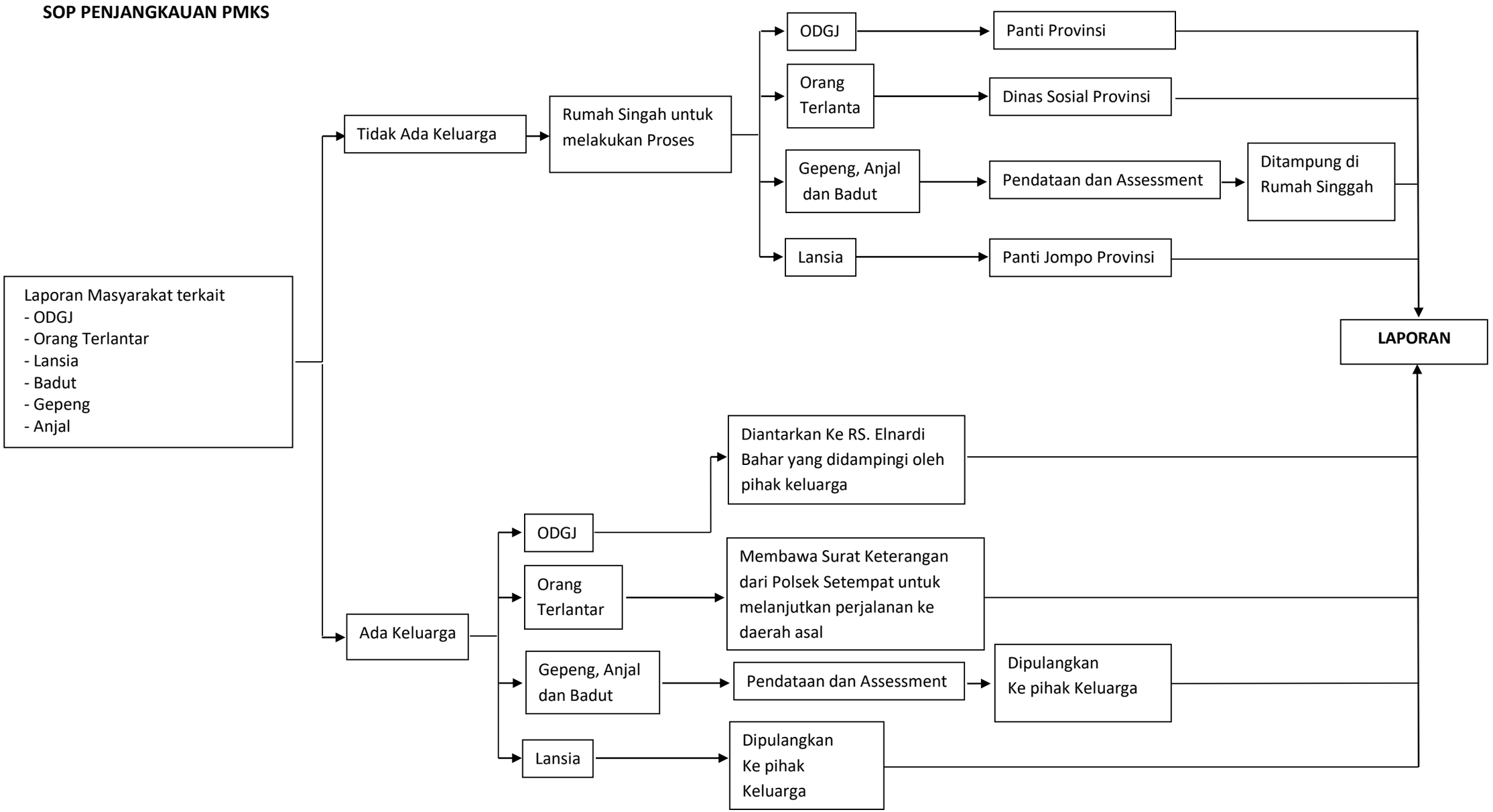SOP PENJANGKAUAN PMKS