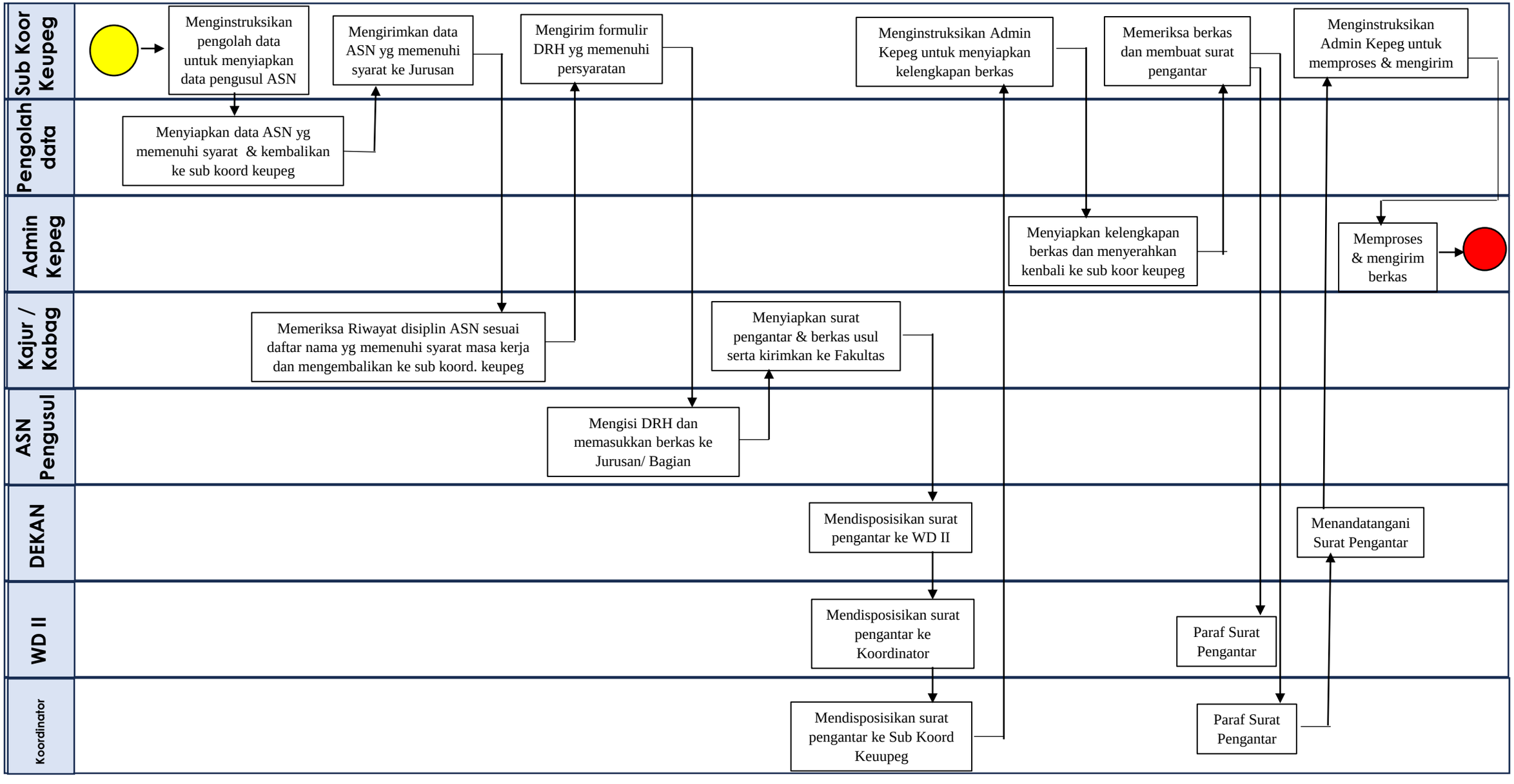SOP USULAN SATYA LANCANA