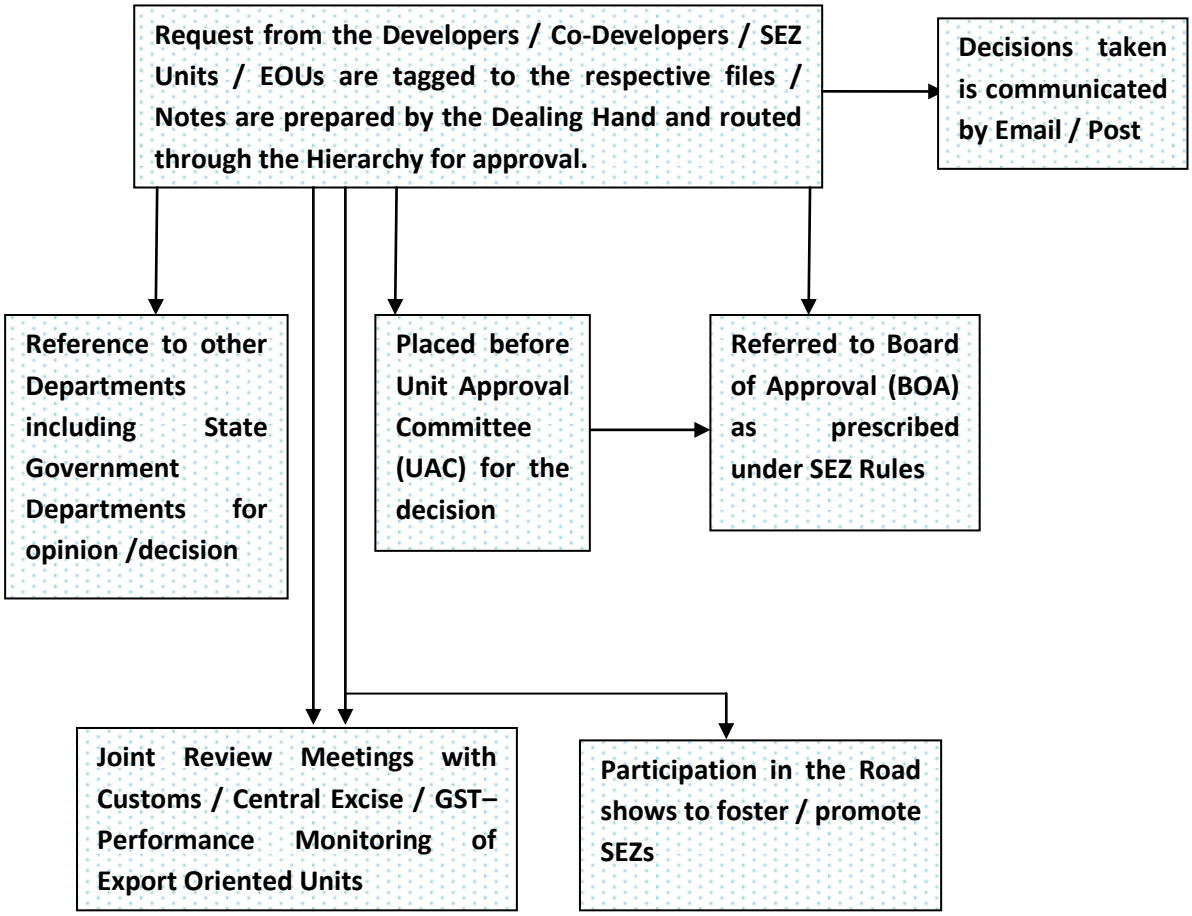PROCESS FLOW CHART