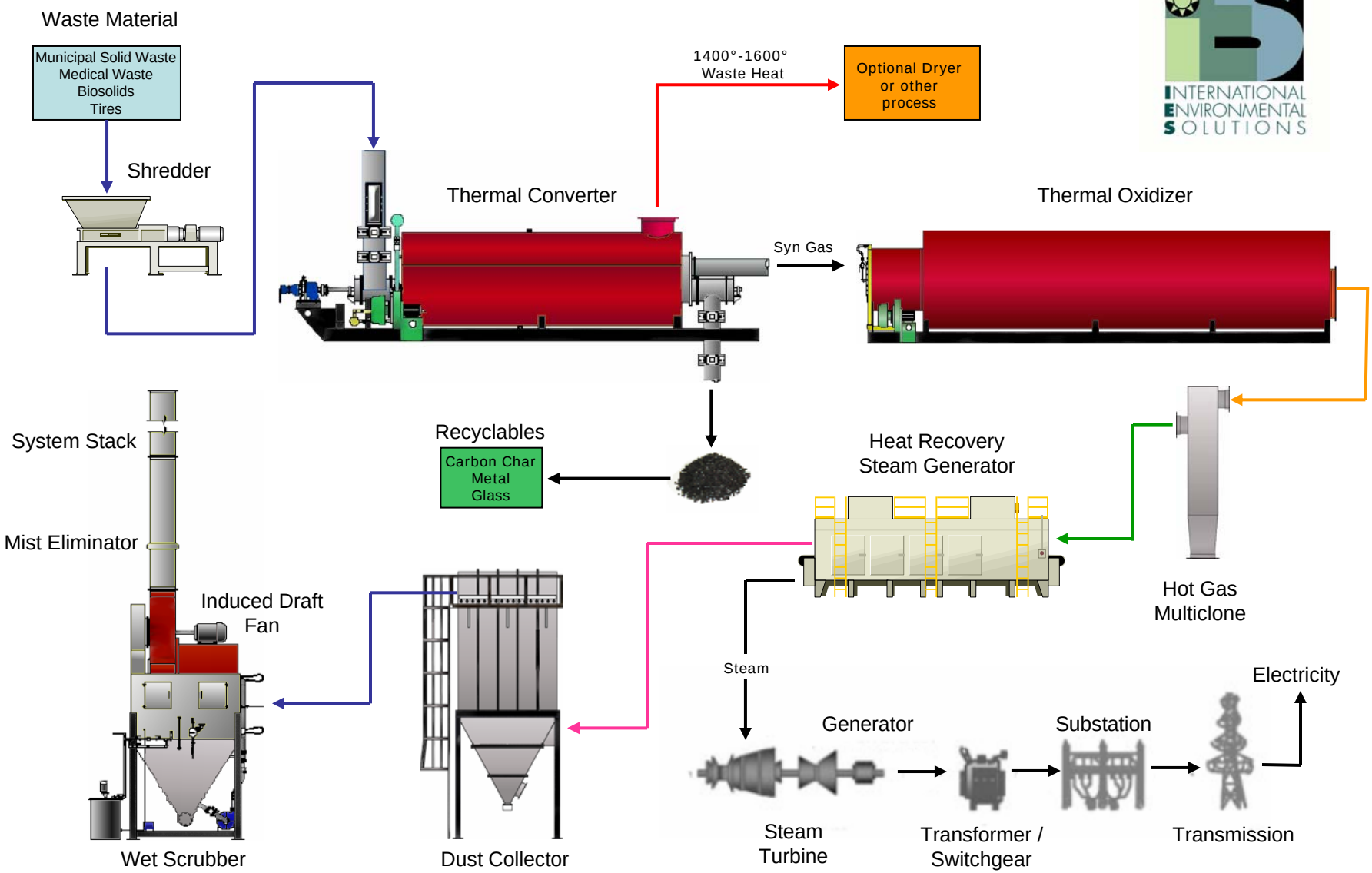PROCESS FLOW DIAGRAM