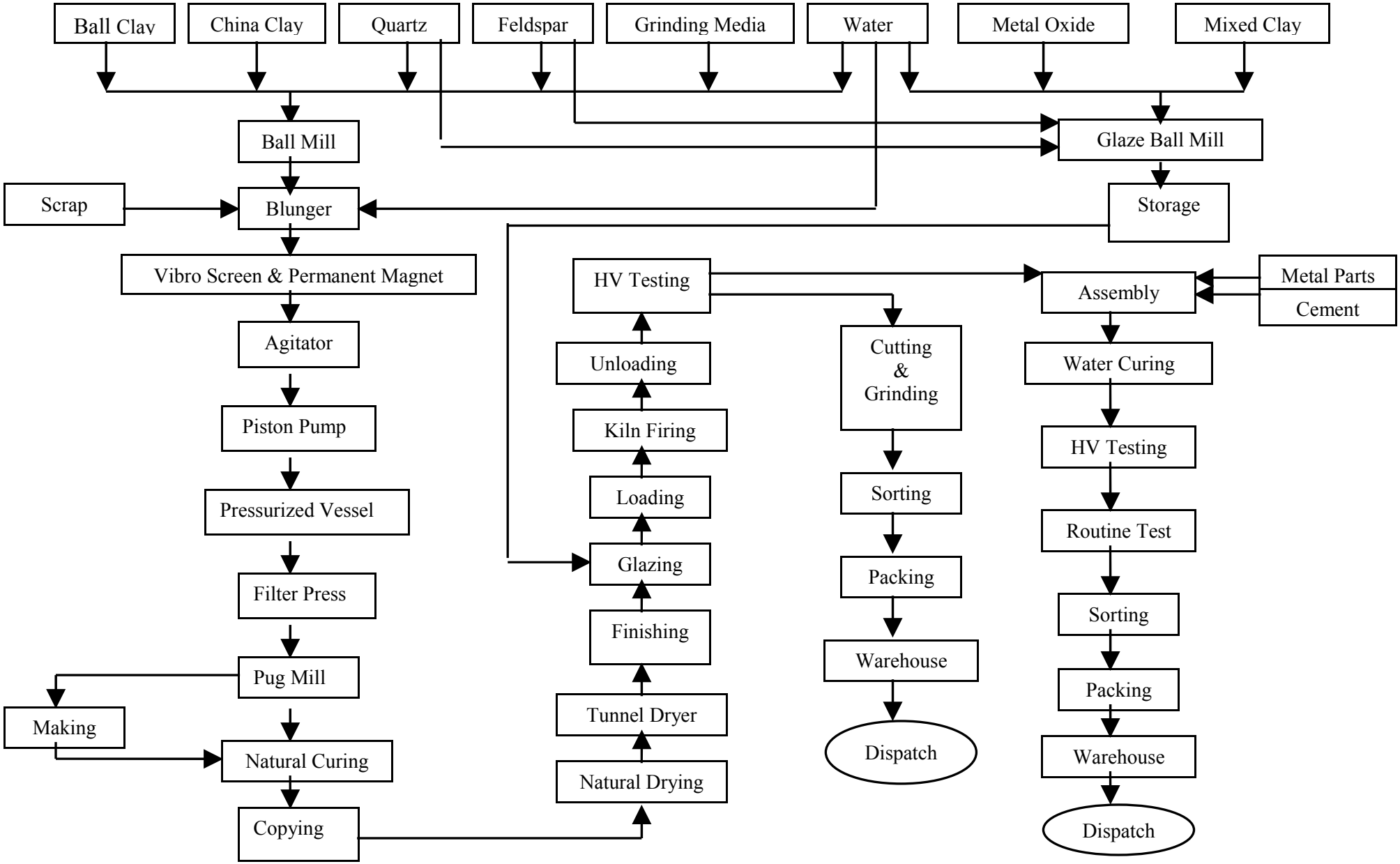PROCESS FLOW-CHART