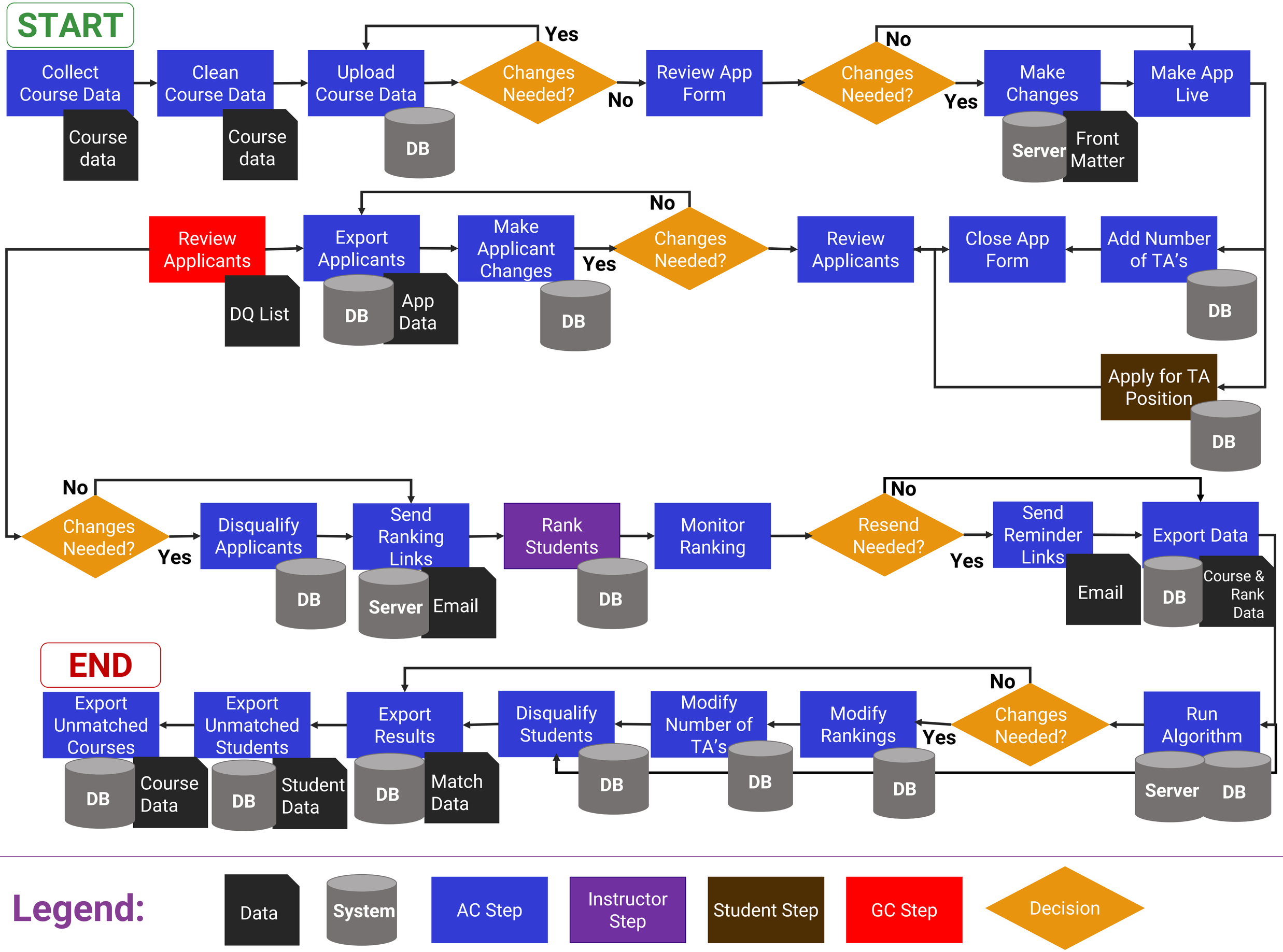Process Map and Data Flow Diagram