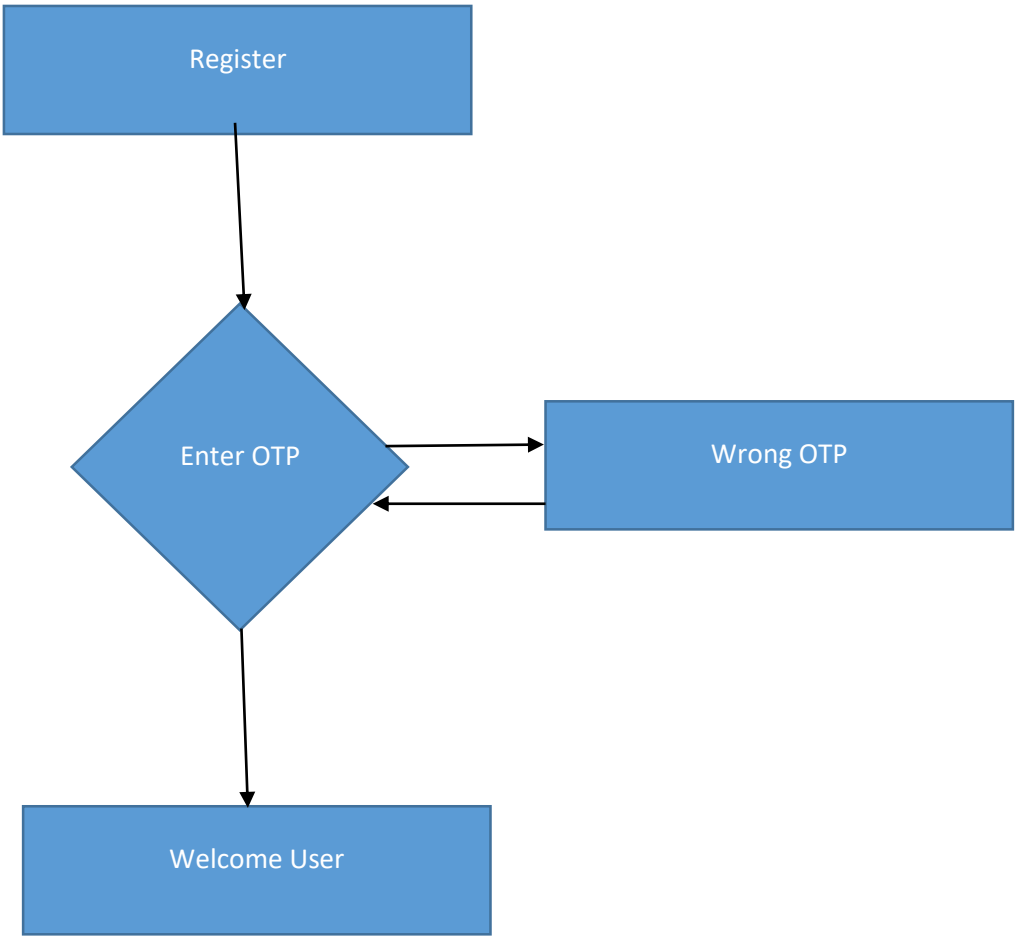FLOW CHART