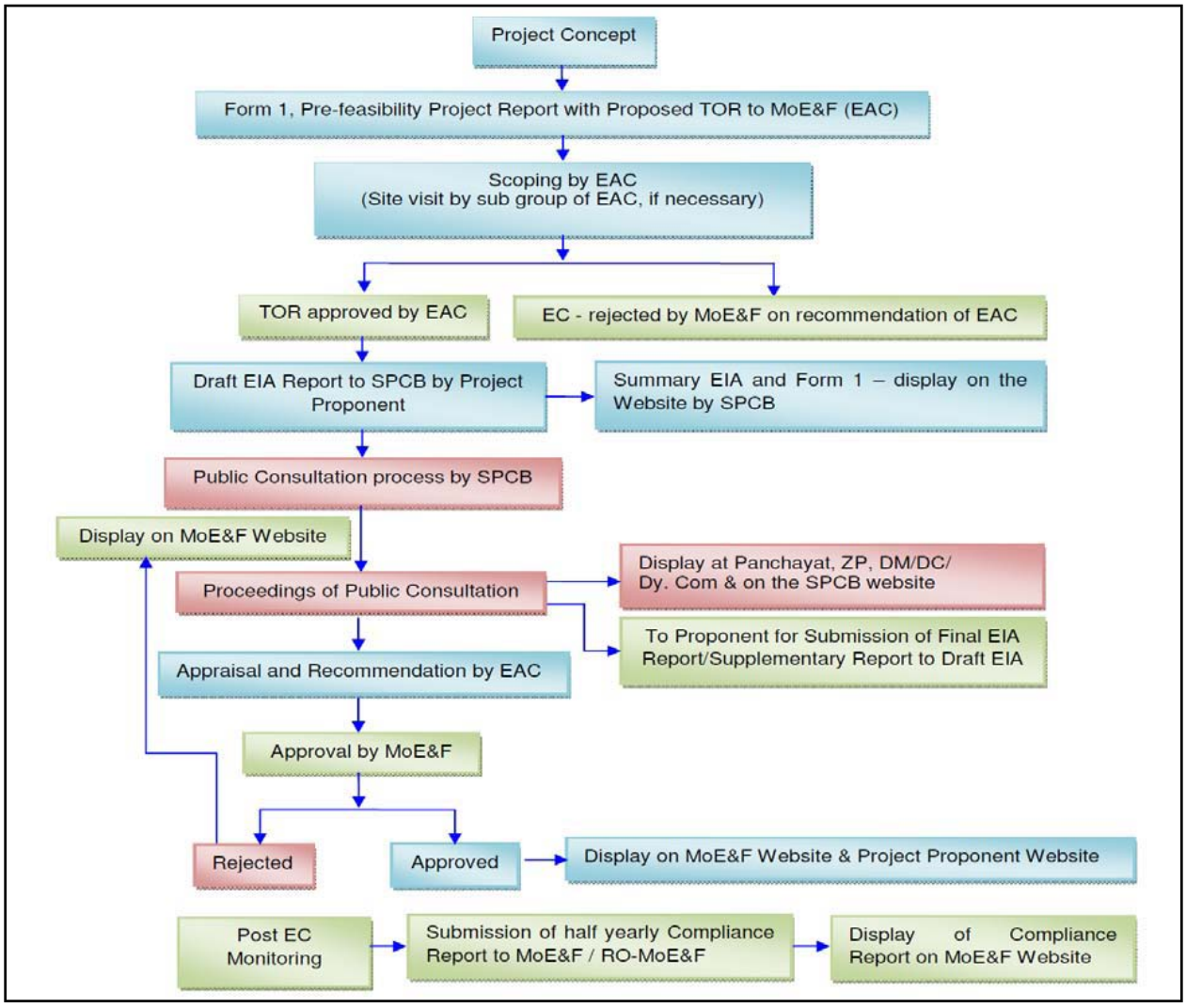Process Flow Chart