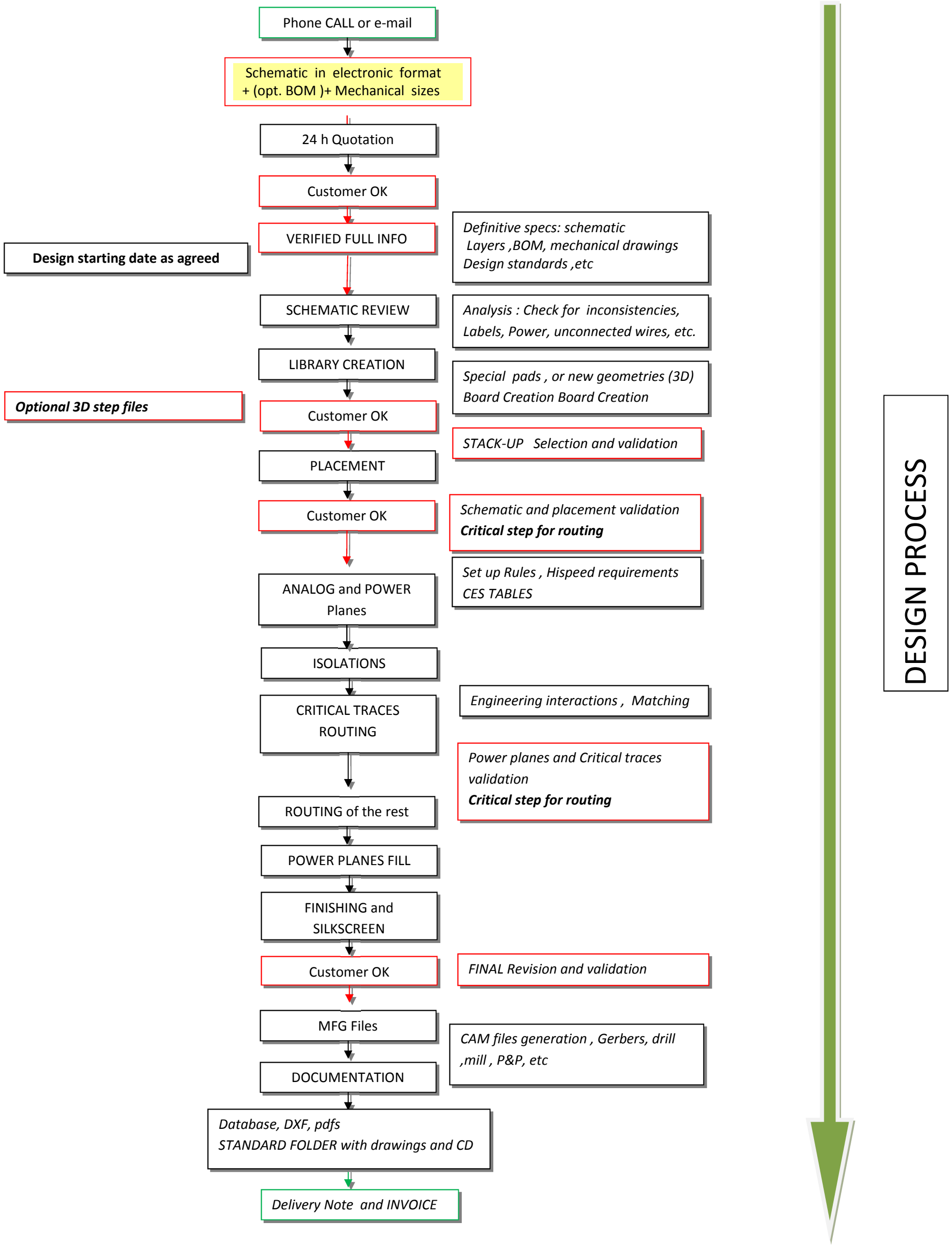FLOW DIAGRAM