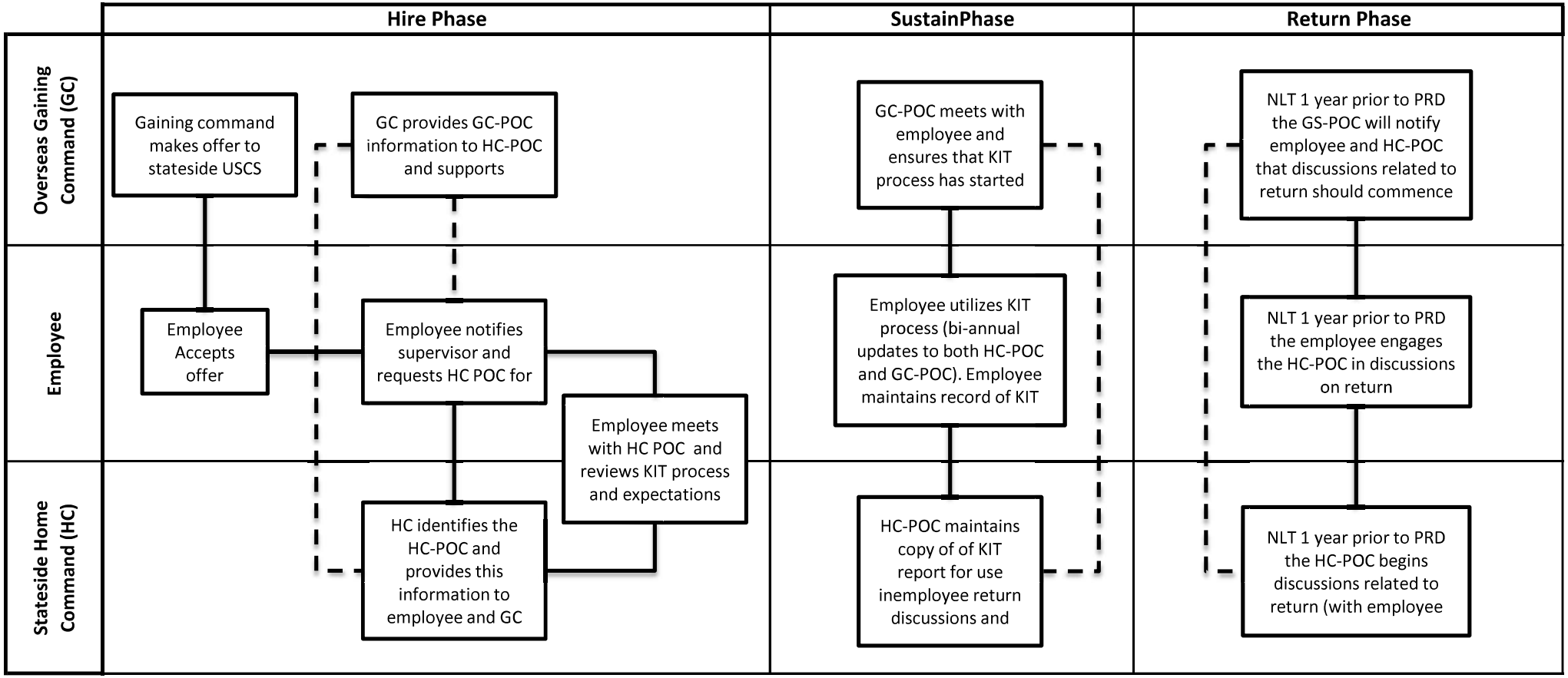KEEP IN TOUCH PROCESS FLOW CHART