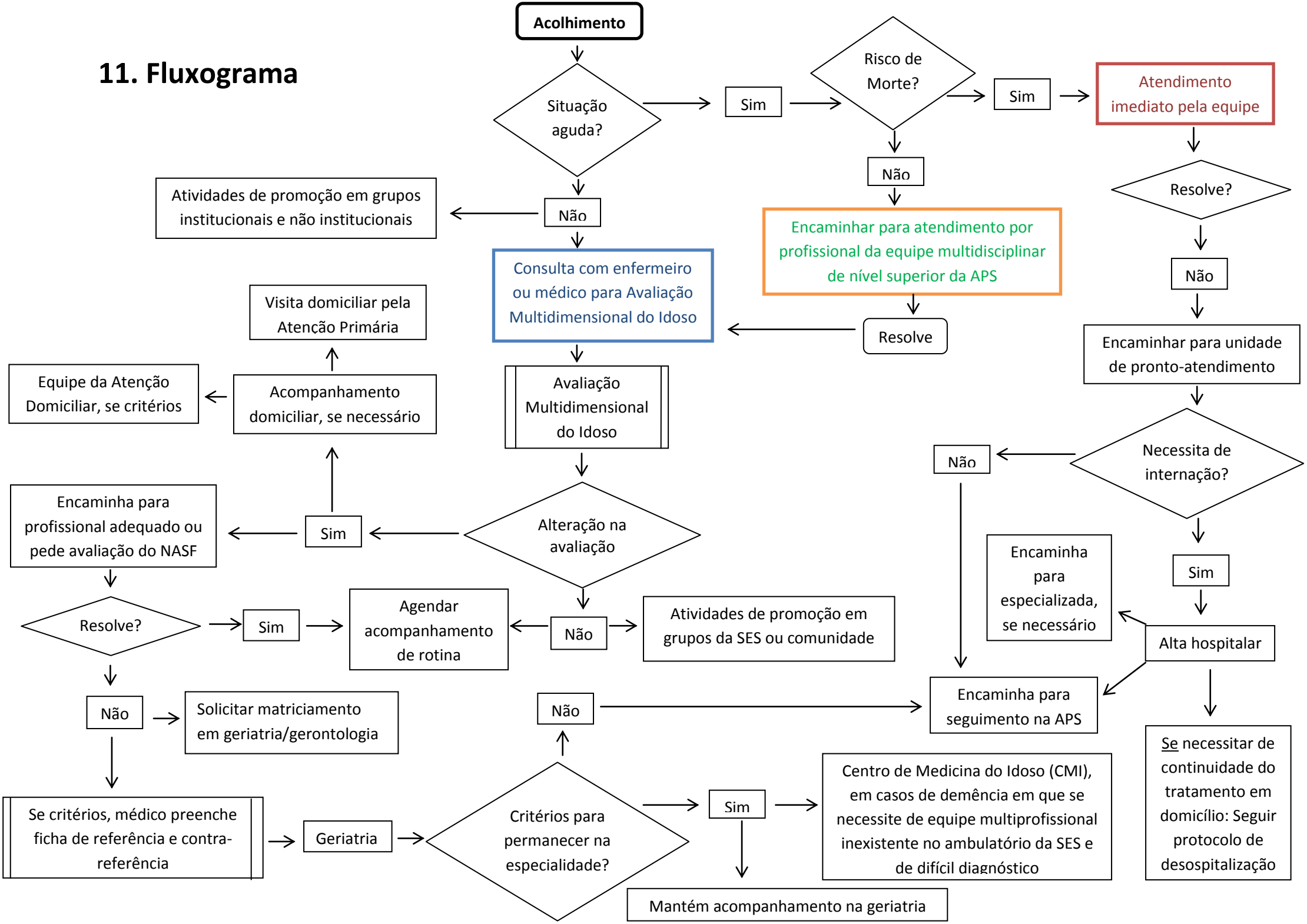11. Fluxograma