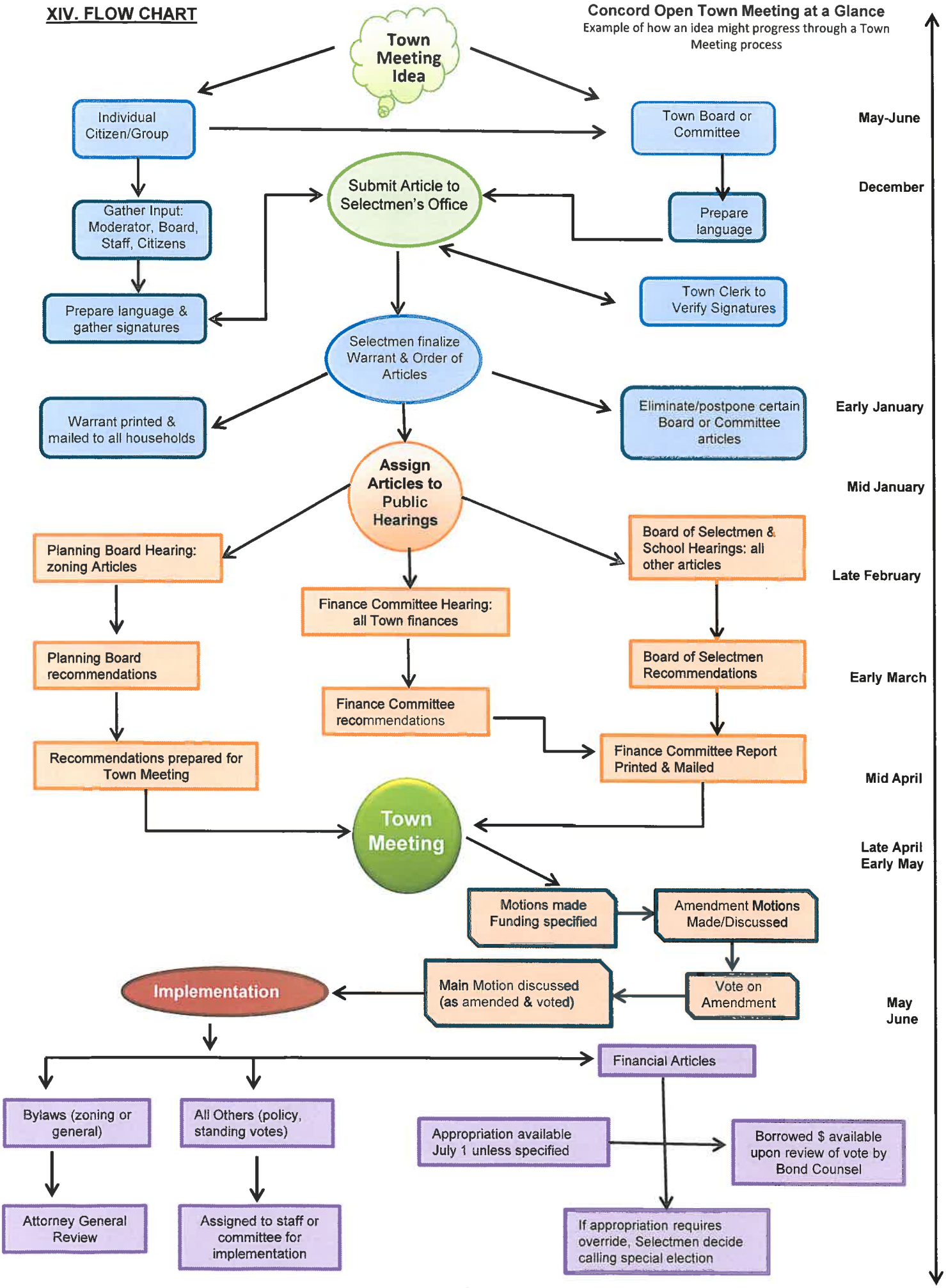XIV. FLOW CHART