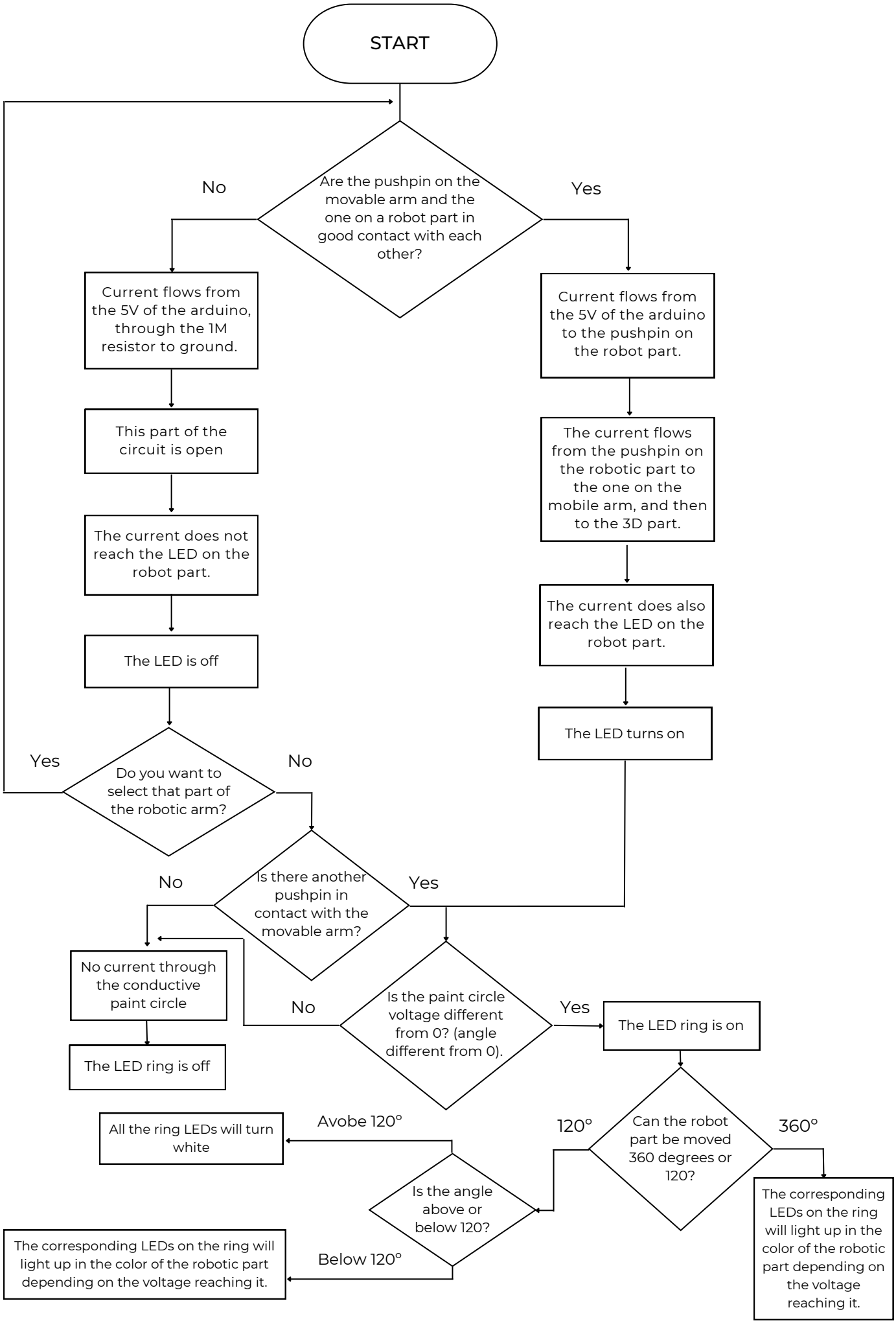STEP 3 - FLOW DIAGRAM