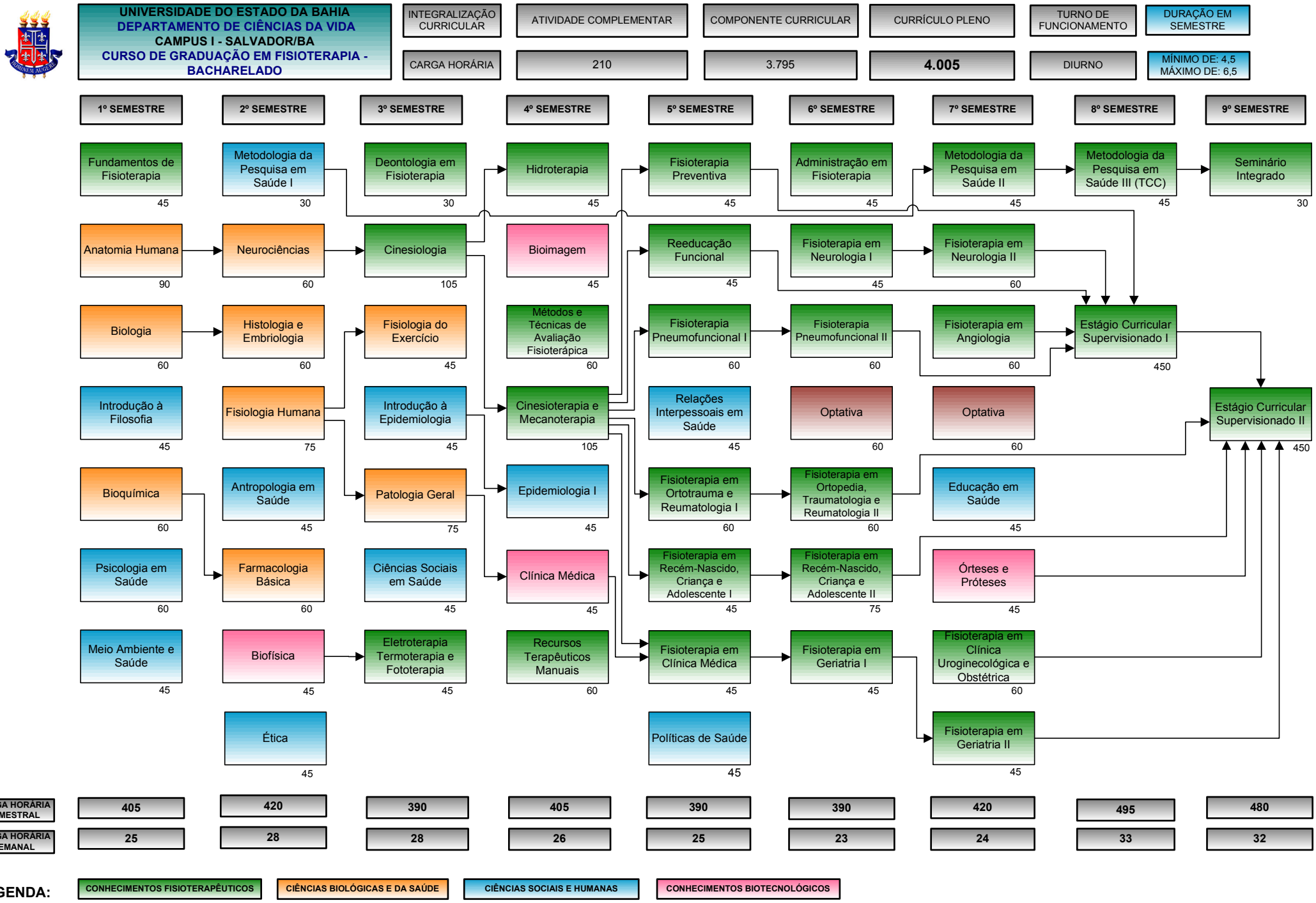3.9.4. Fluxograma