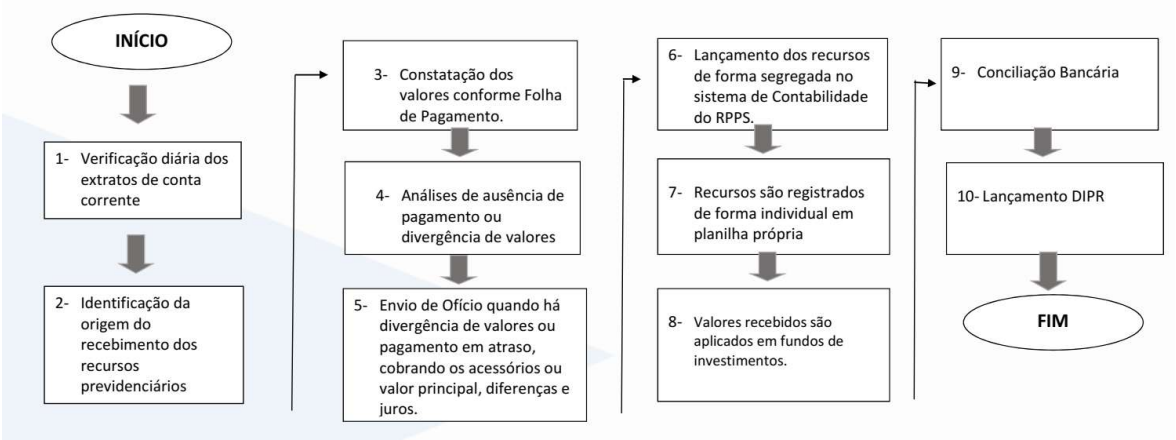6 – FLUXOGRAMA DO PROCESSO