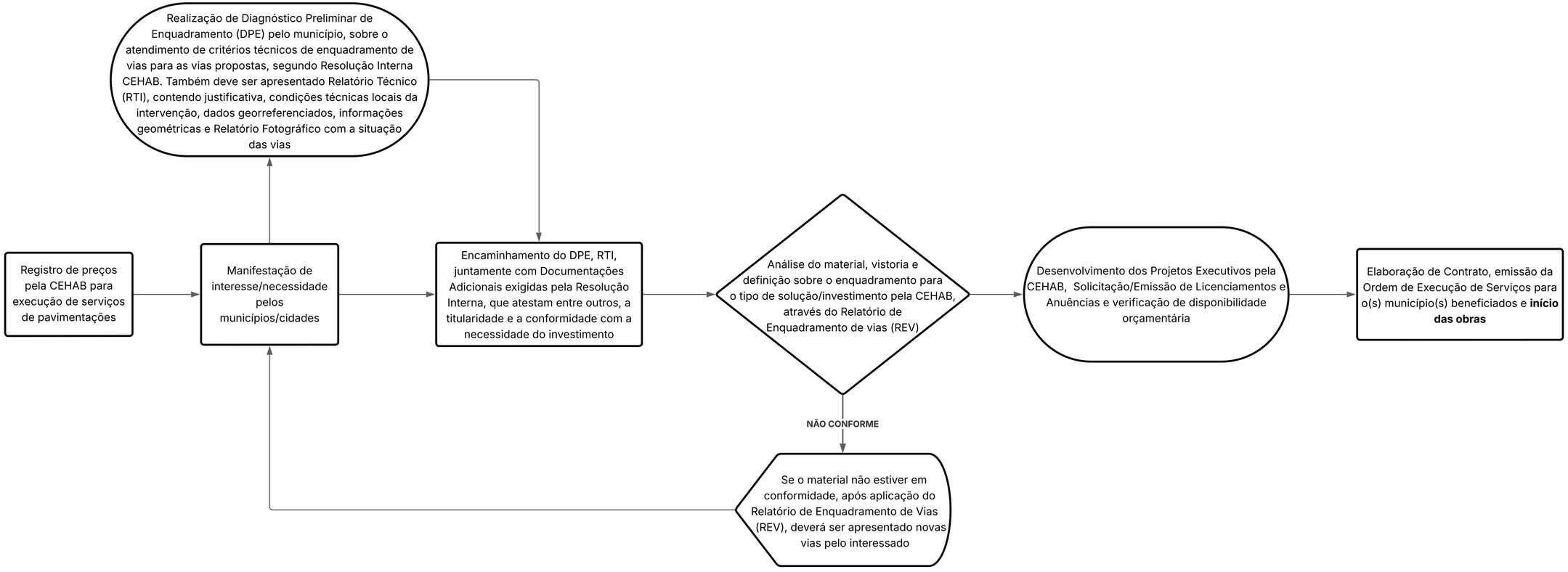FLUXOGRAMA GERAL