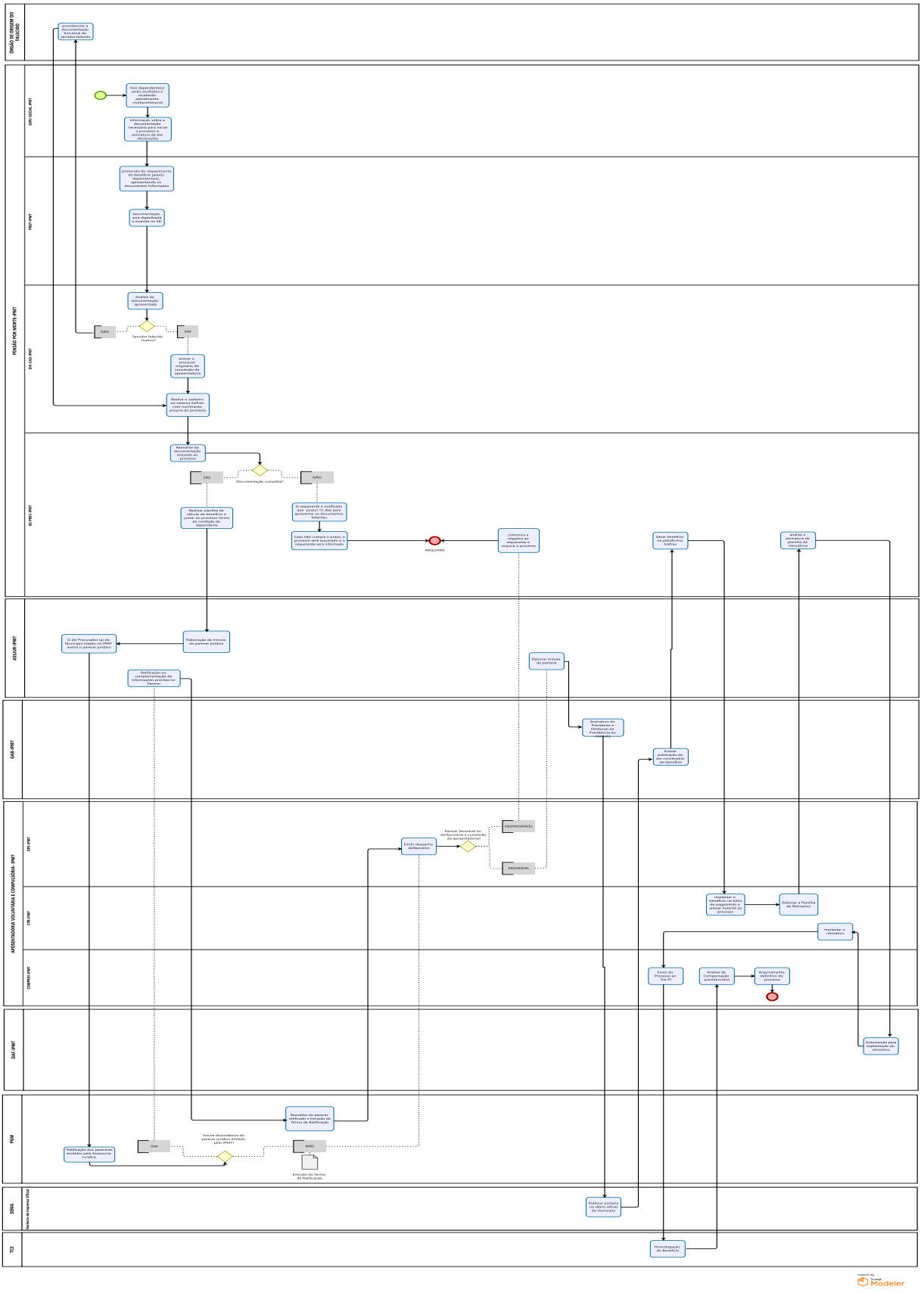9. MAPA DO PROCESSO