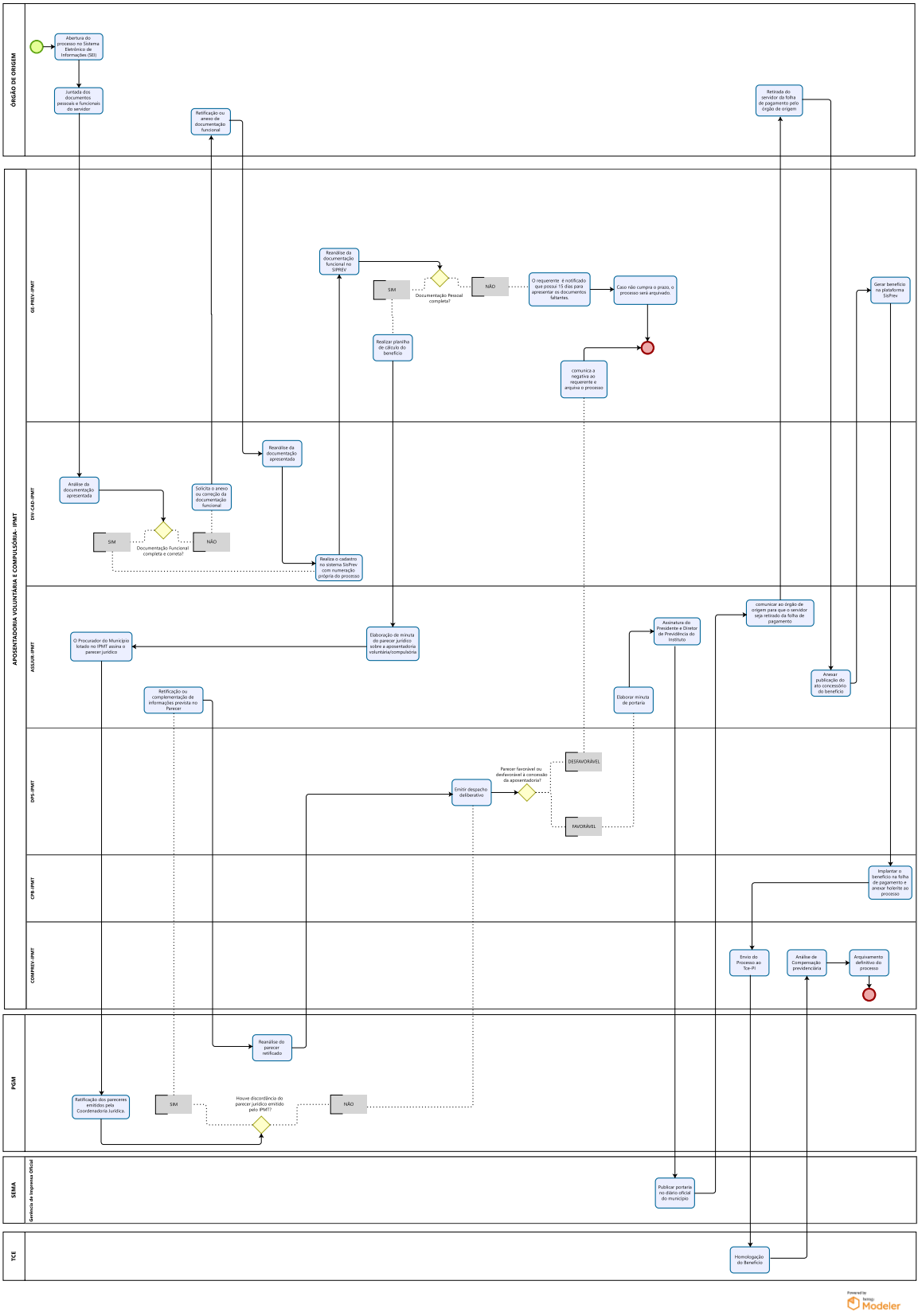8. MAPA DO PROCESSO: