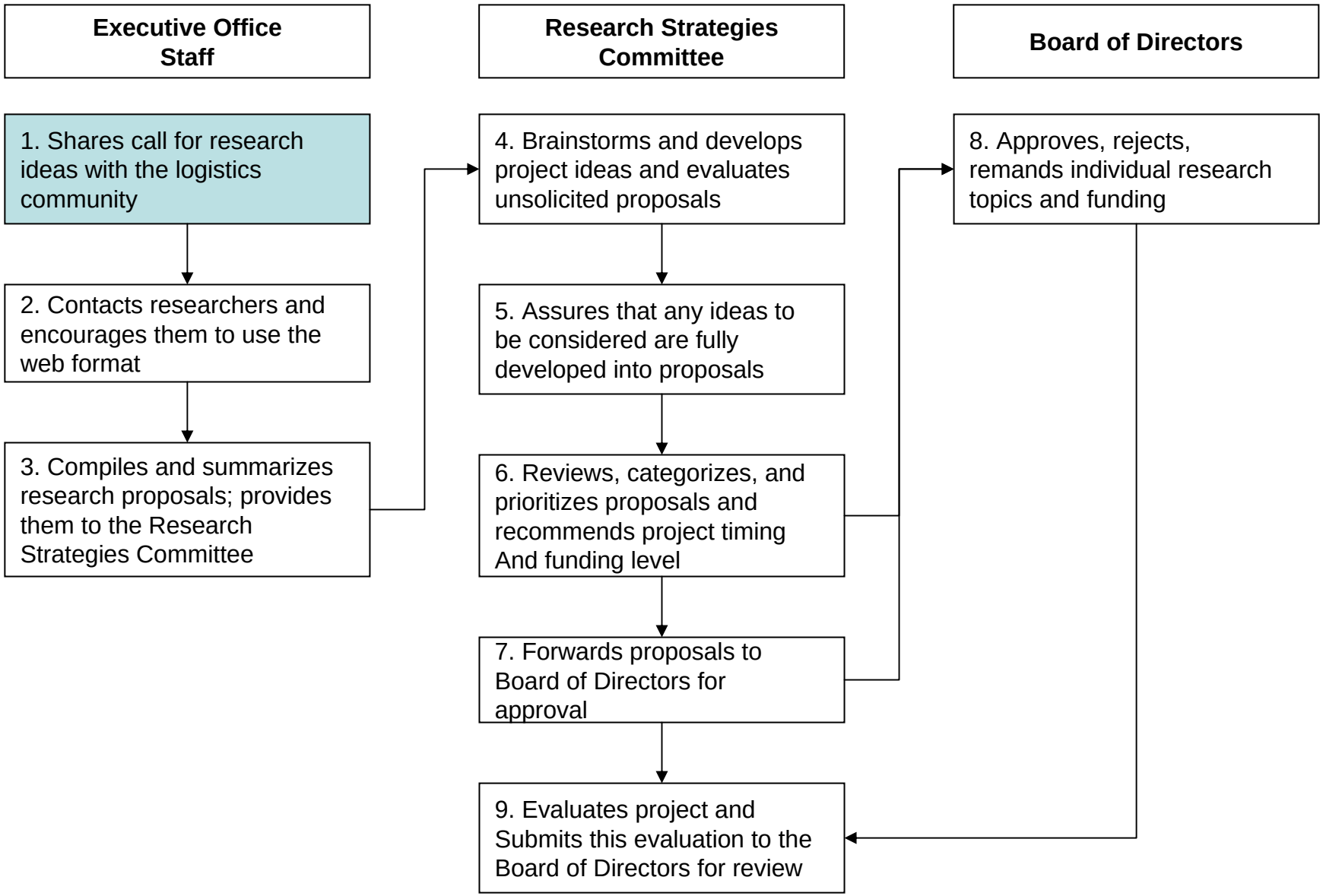RESEARCH PROCESS FLOW CHART