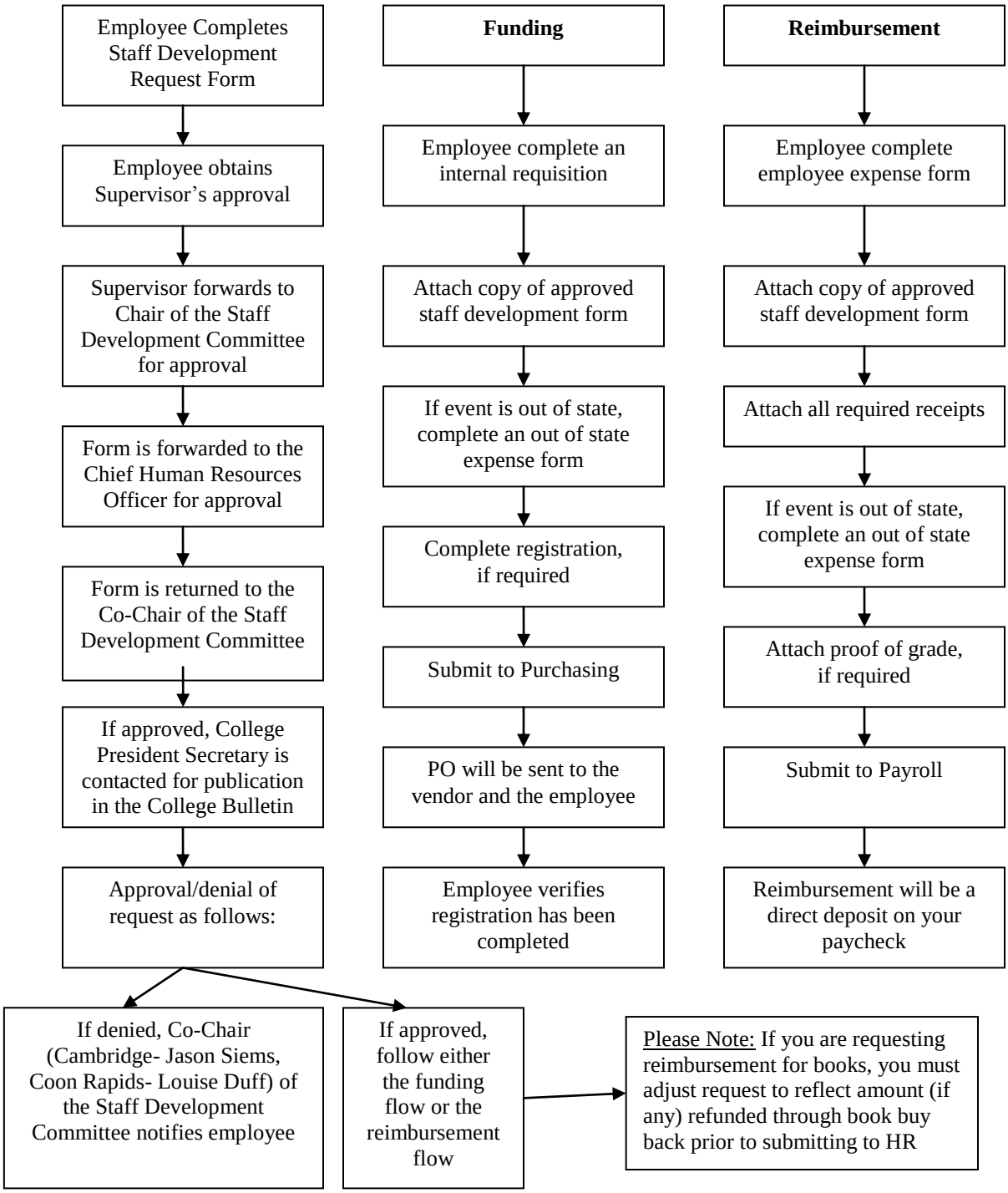PROCESS AT A GLANCE