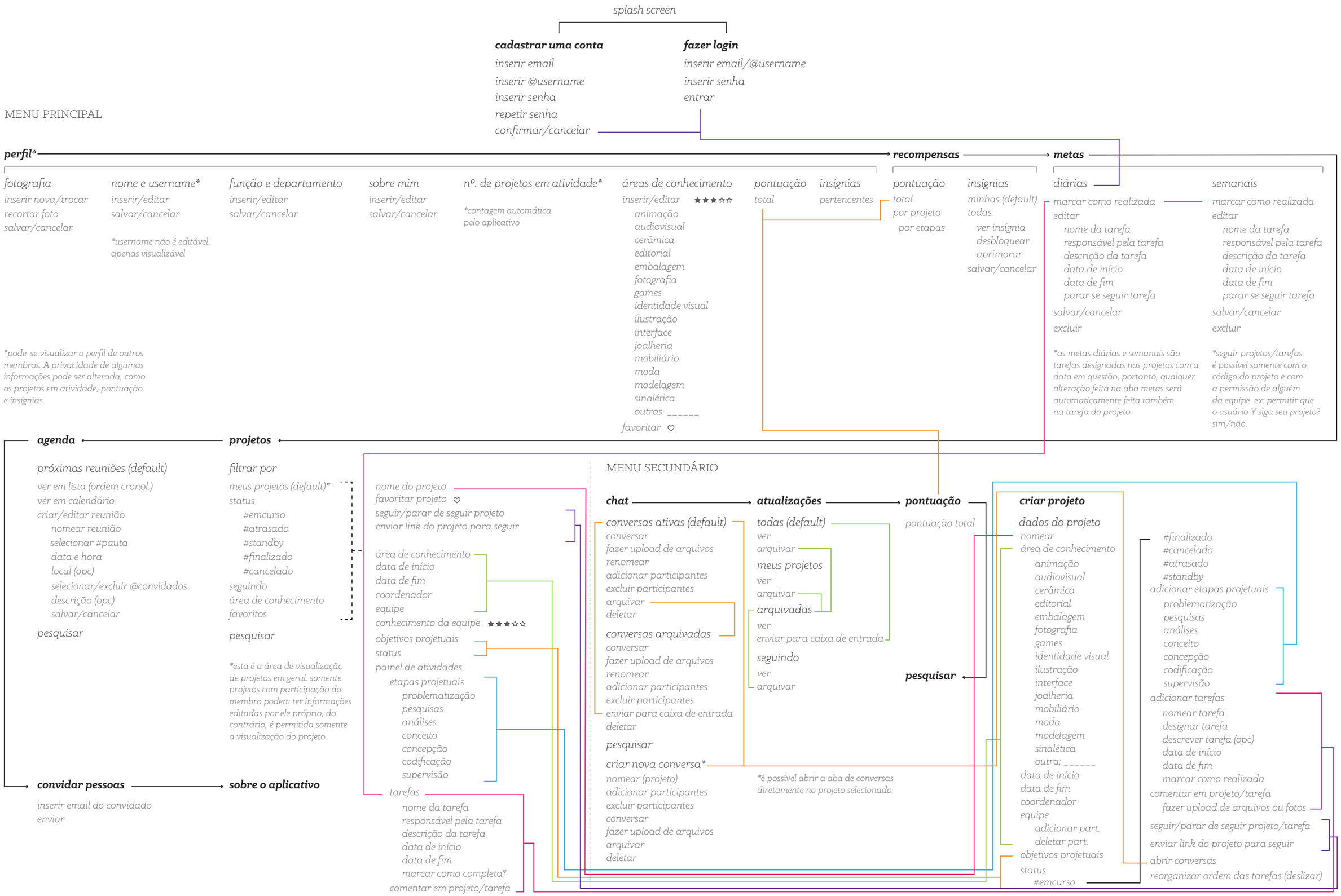APÊNDICE H - *fluxograma*