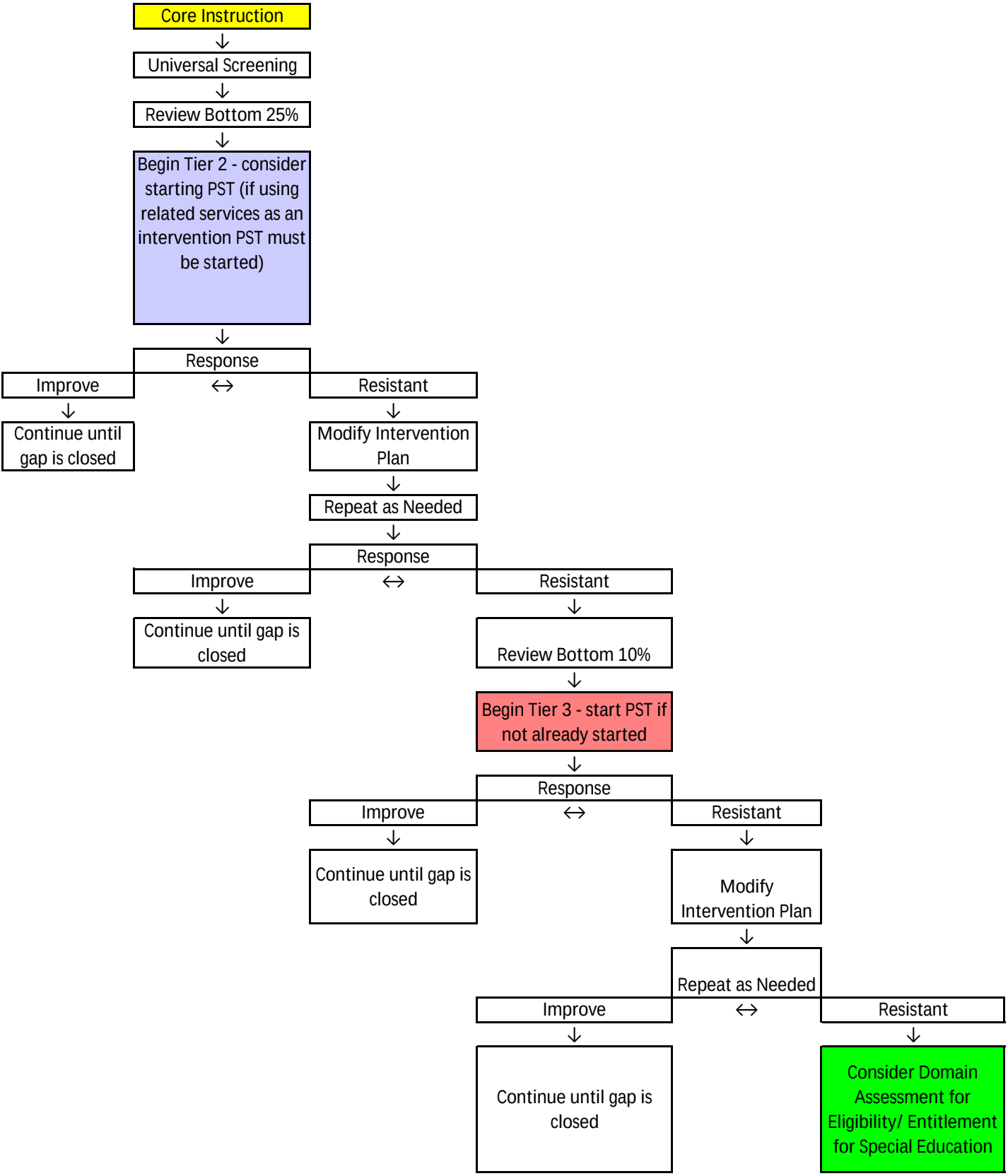FLOW CHART OF PROBLEM SOLVING PROCESS