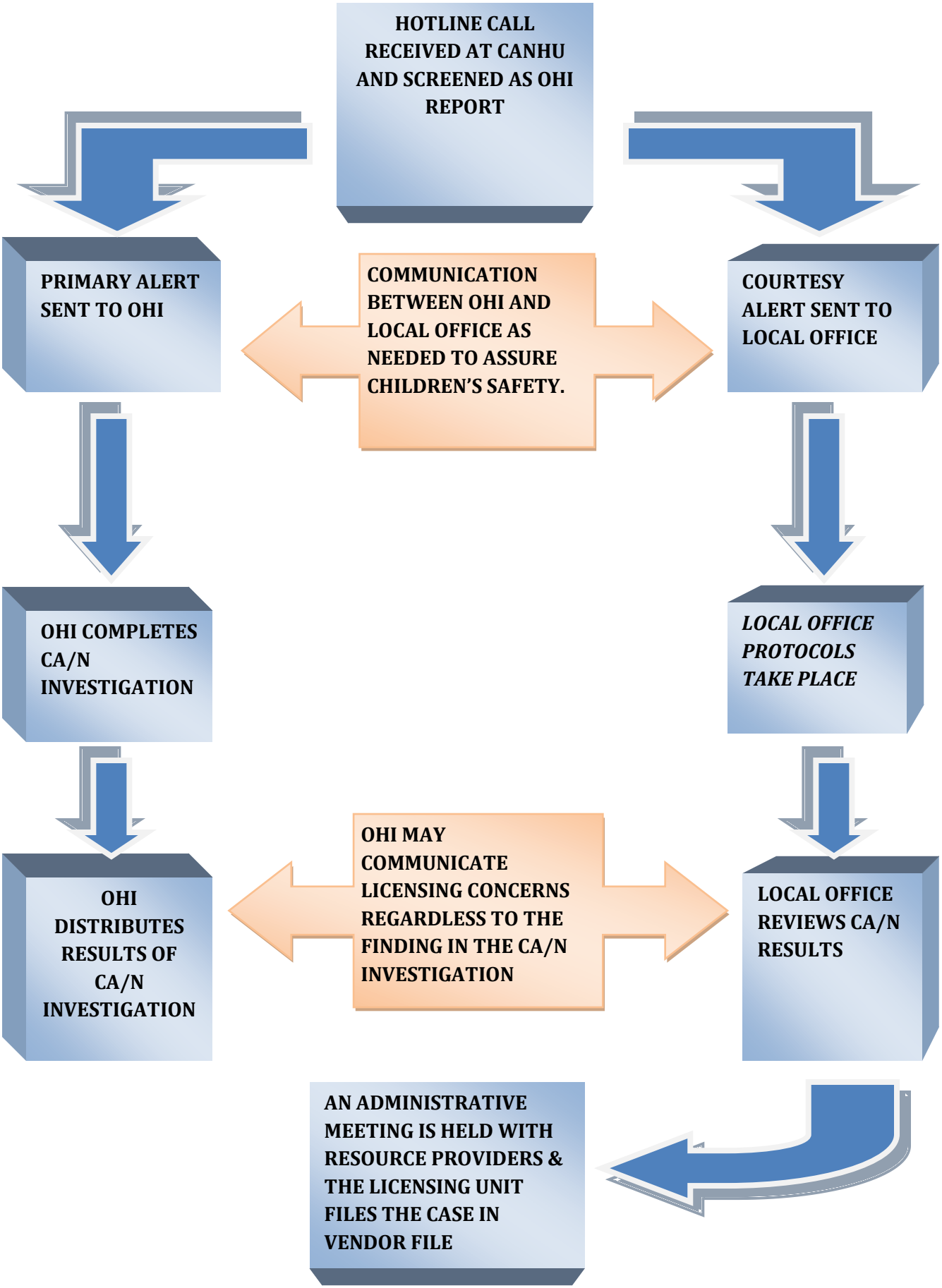OHI PROCESS FLOWCHART