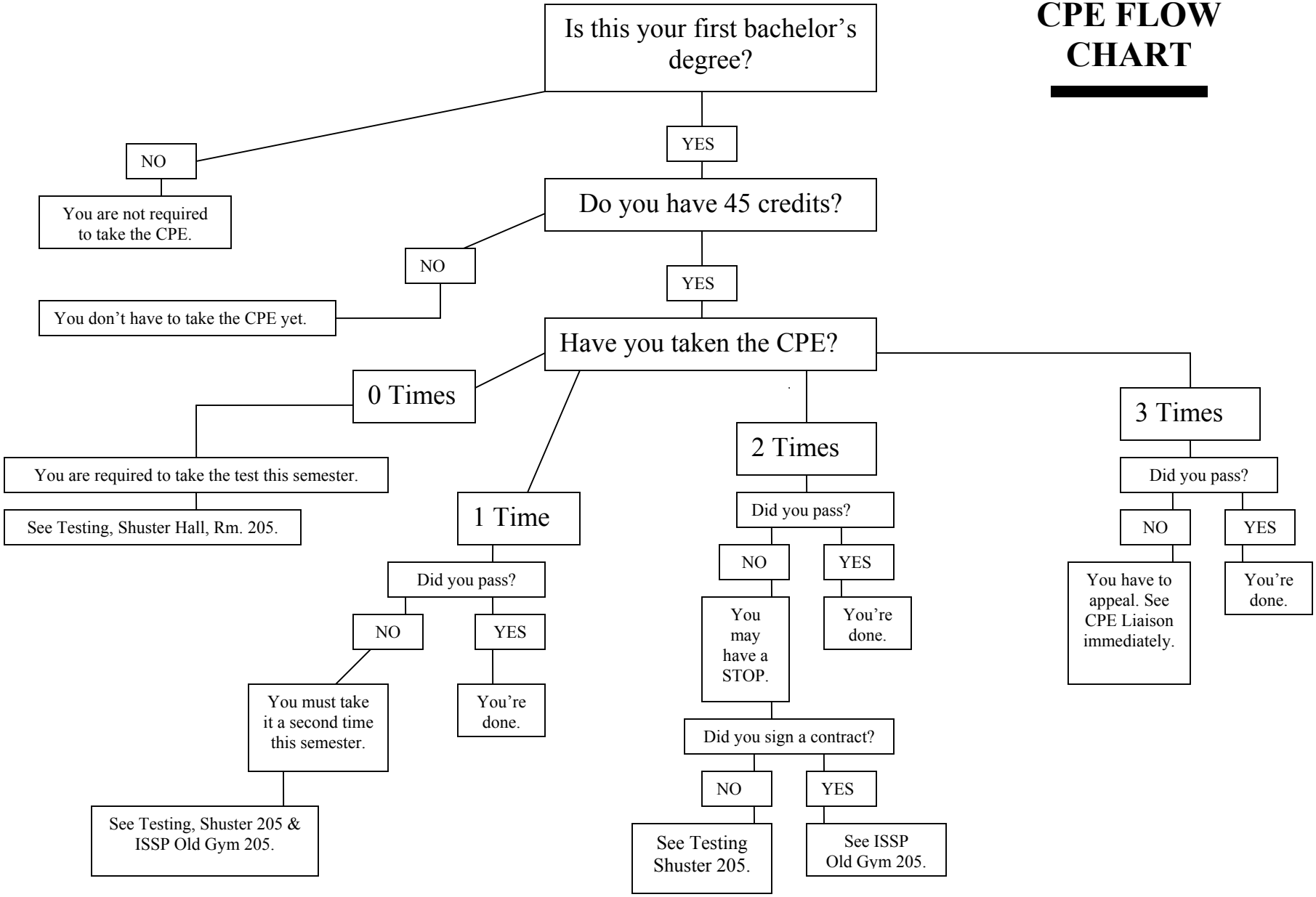CPE FLOW CHART