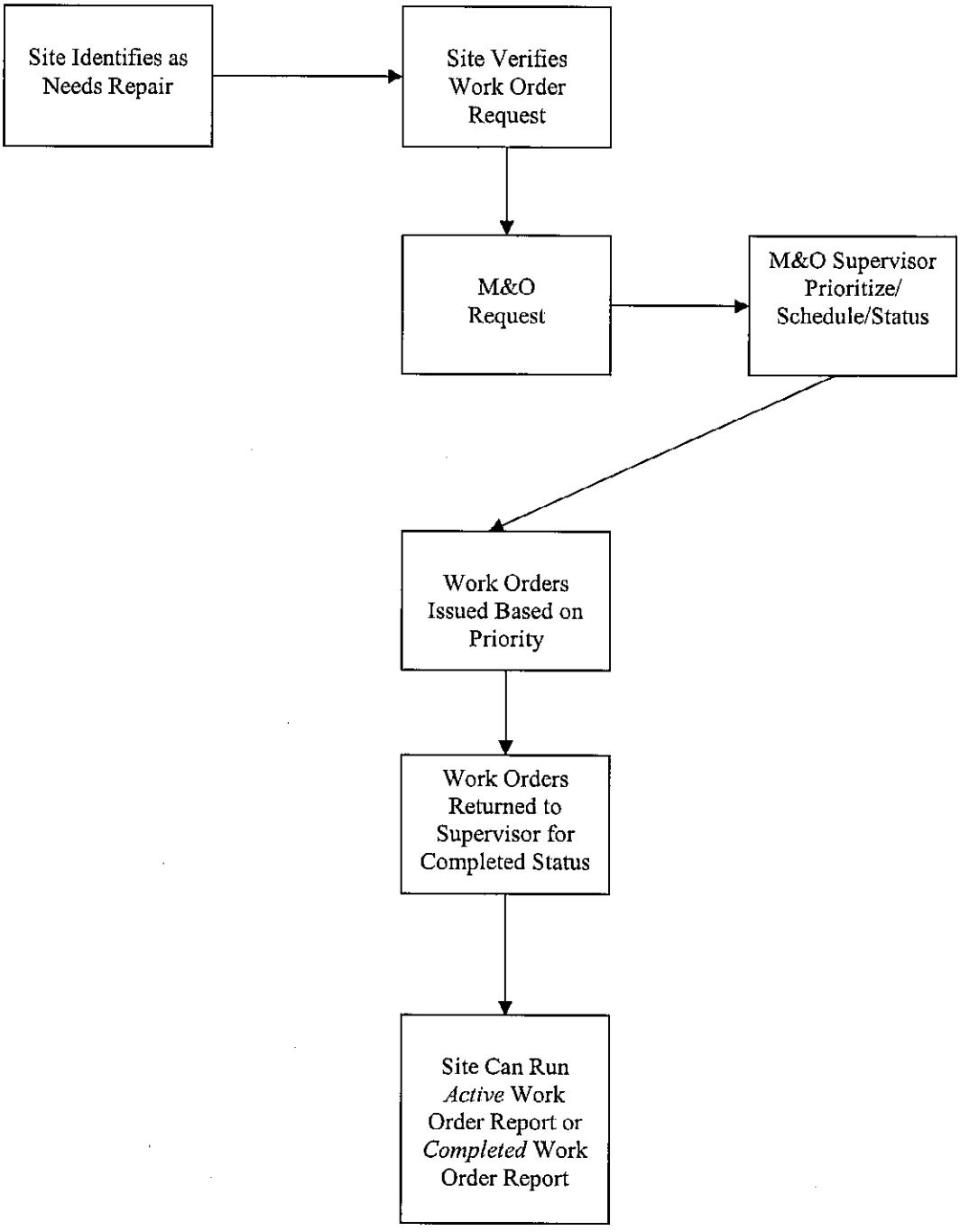WORK ORDER FLOW CHART