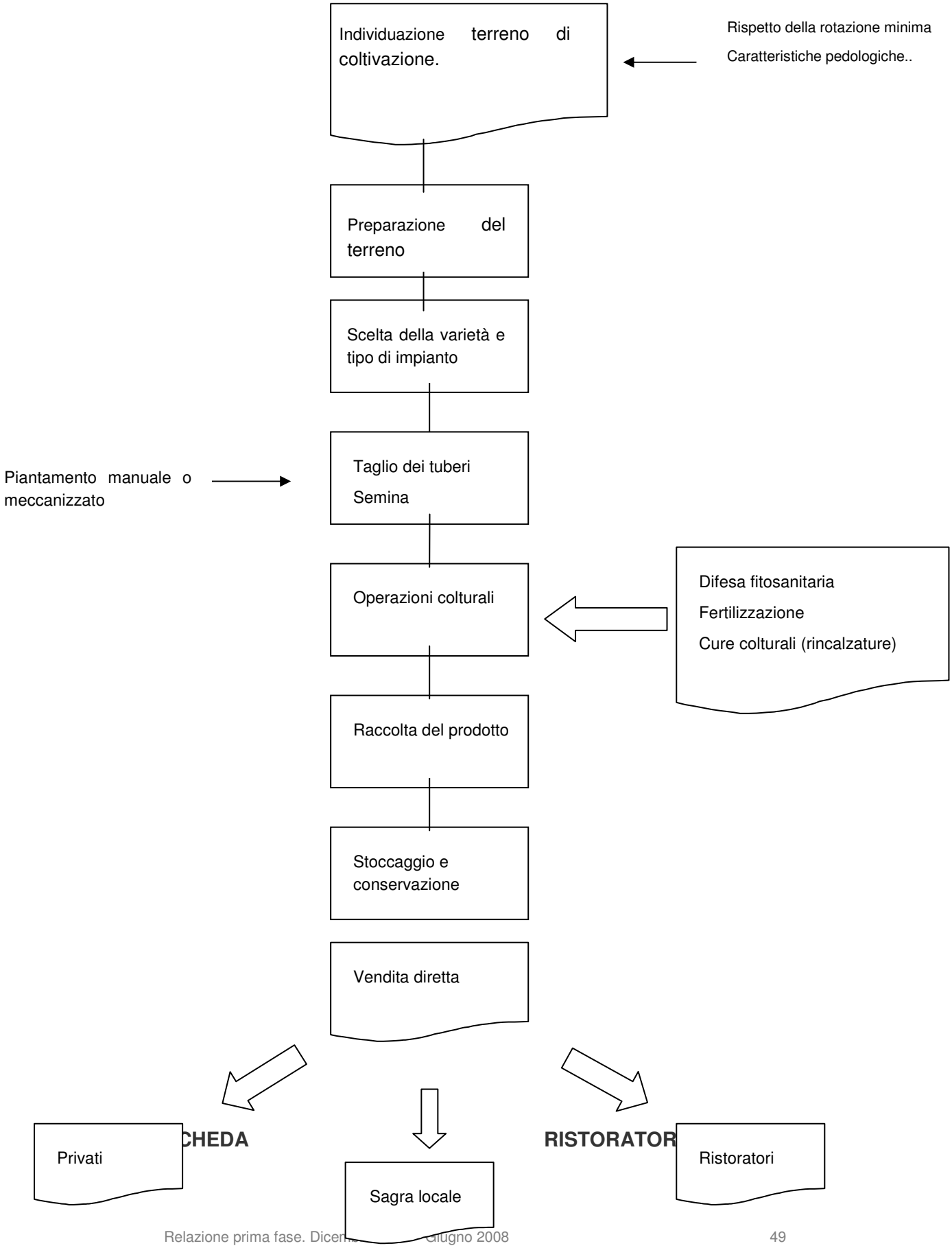9.3. FLOW SHEET – CICLO DEL PROCESSO PRODUTTIVO