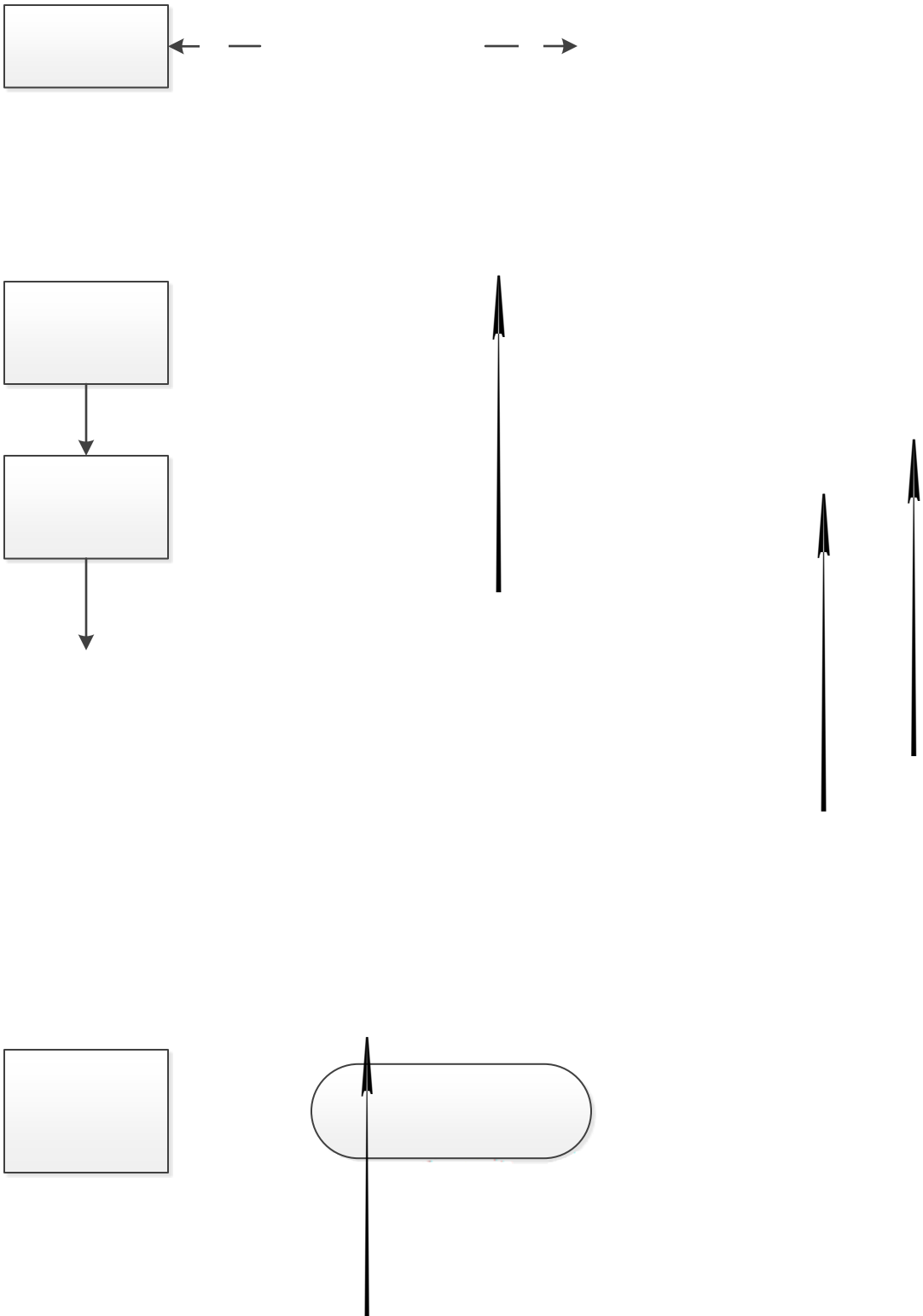Guideline: Policy and Procedure Flowchart