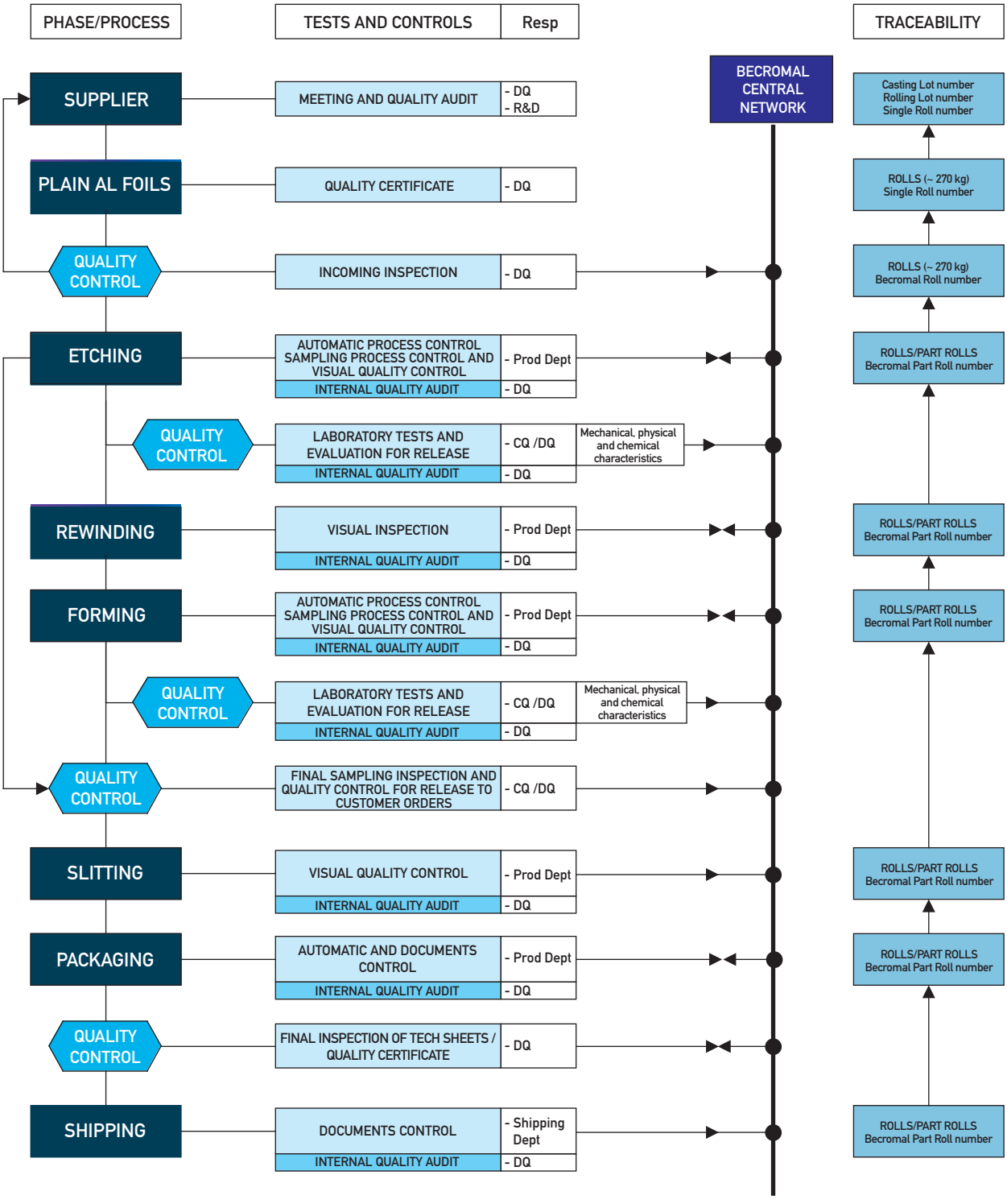PRODUCTION PROCESS & QUALITY FLOW CHART