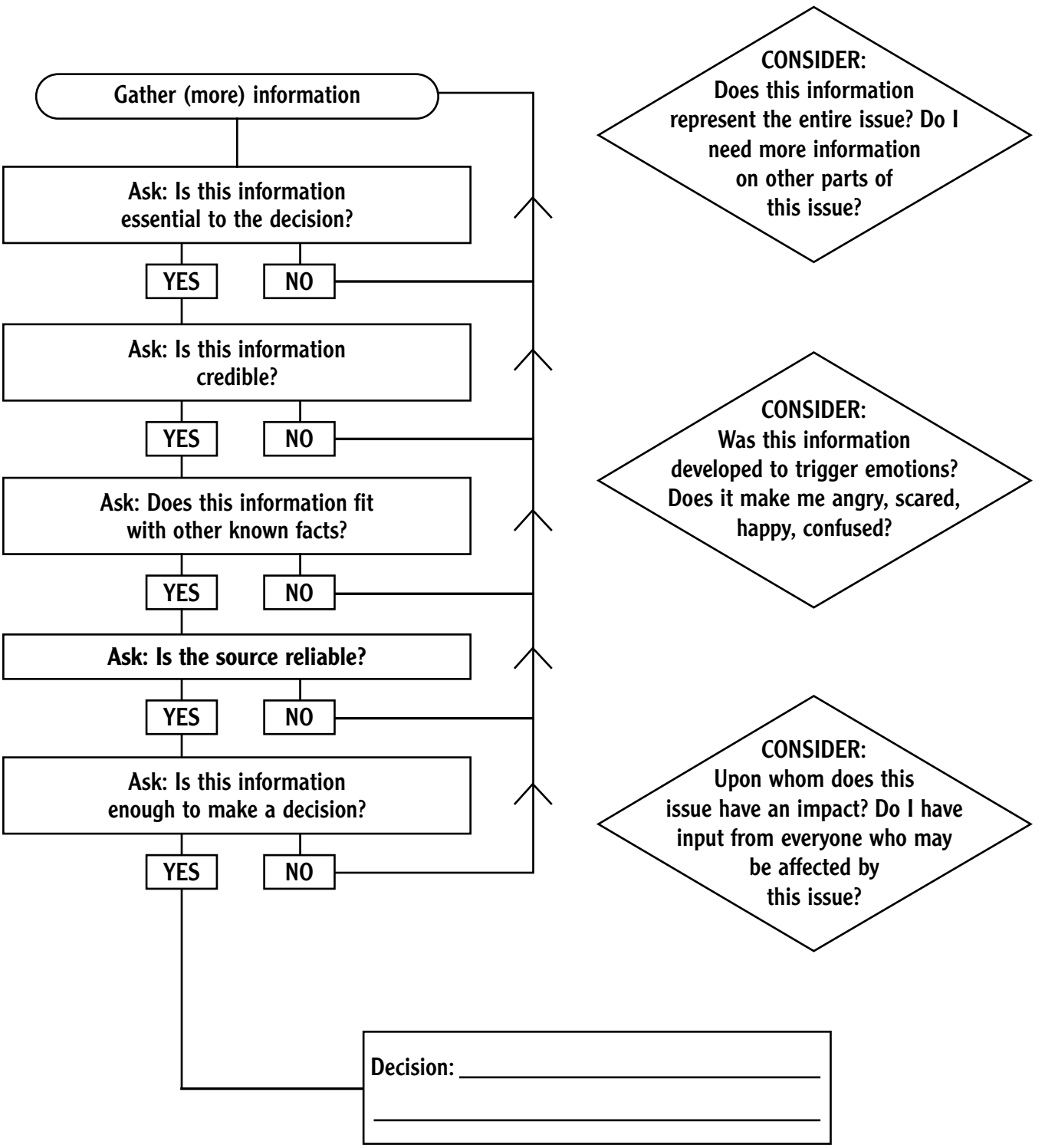DECISION-MAKING CHART