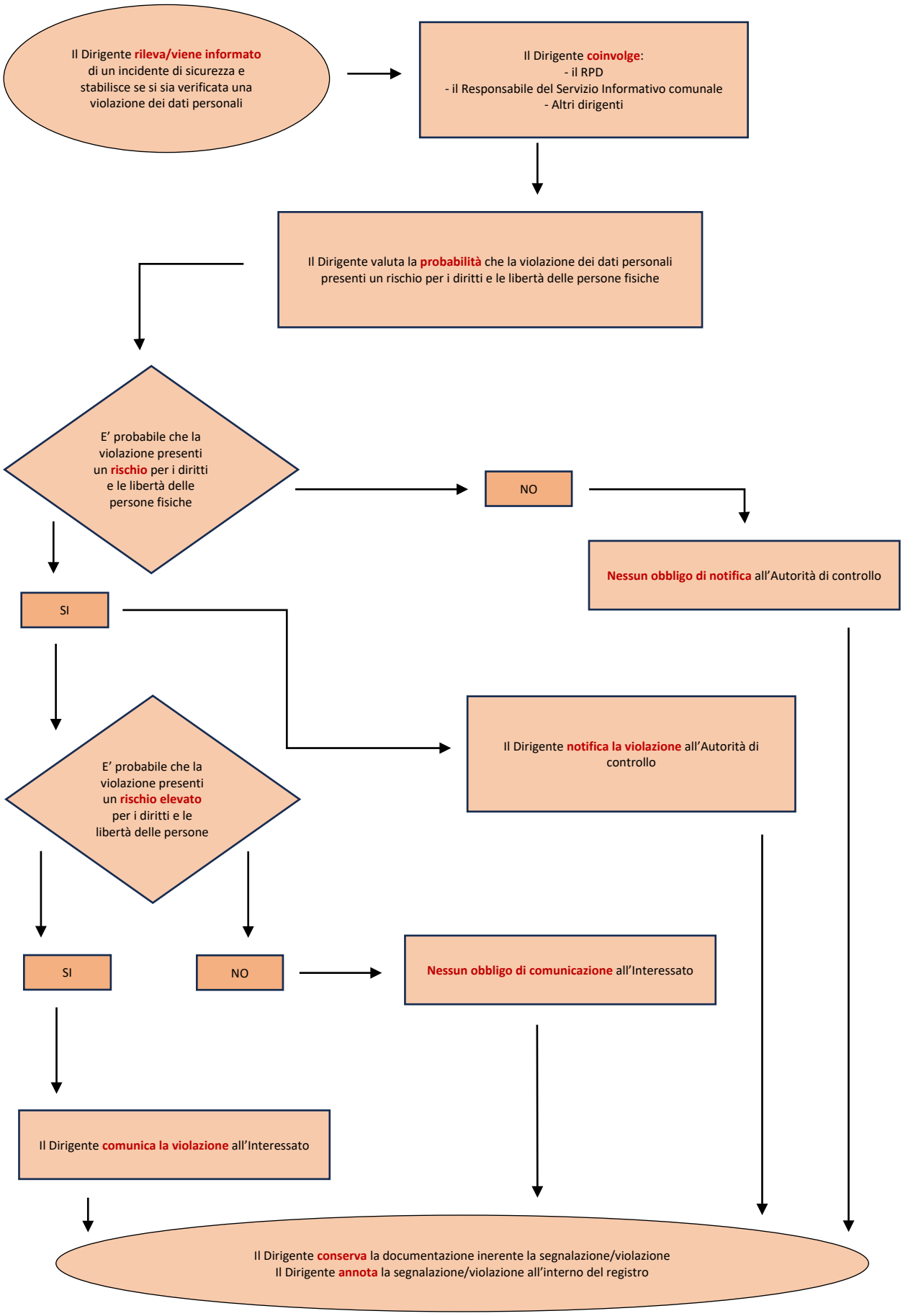ALLEGATO A - DIAGRAMMA DI FLUSSO