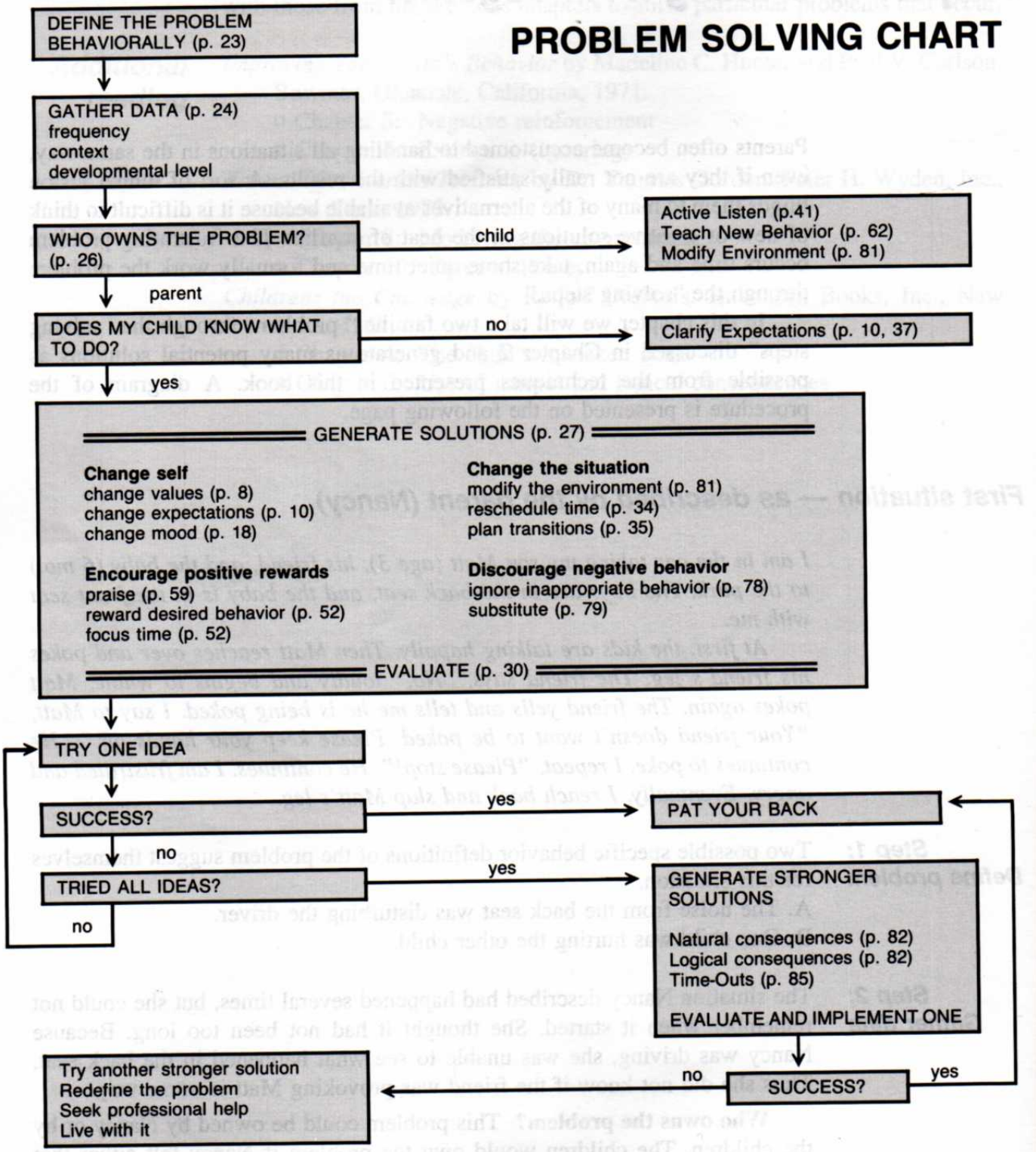PROBLEM SOLVING CHART