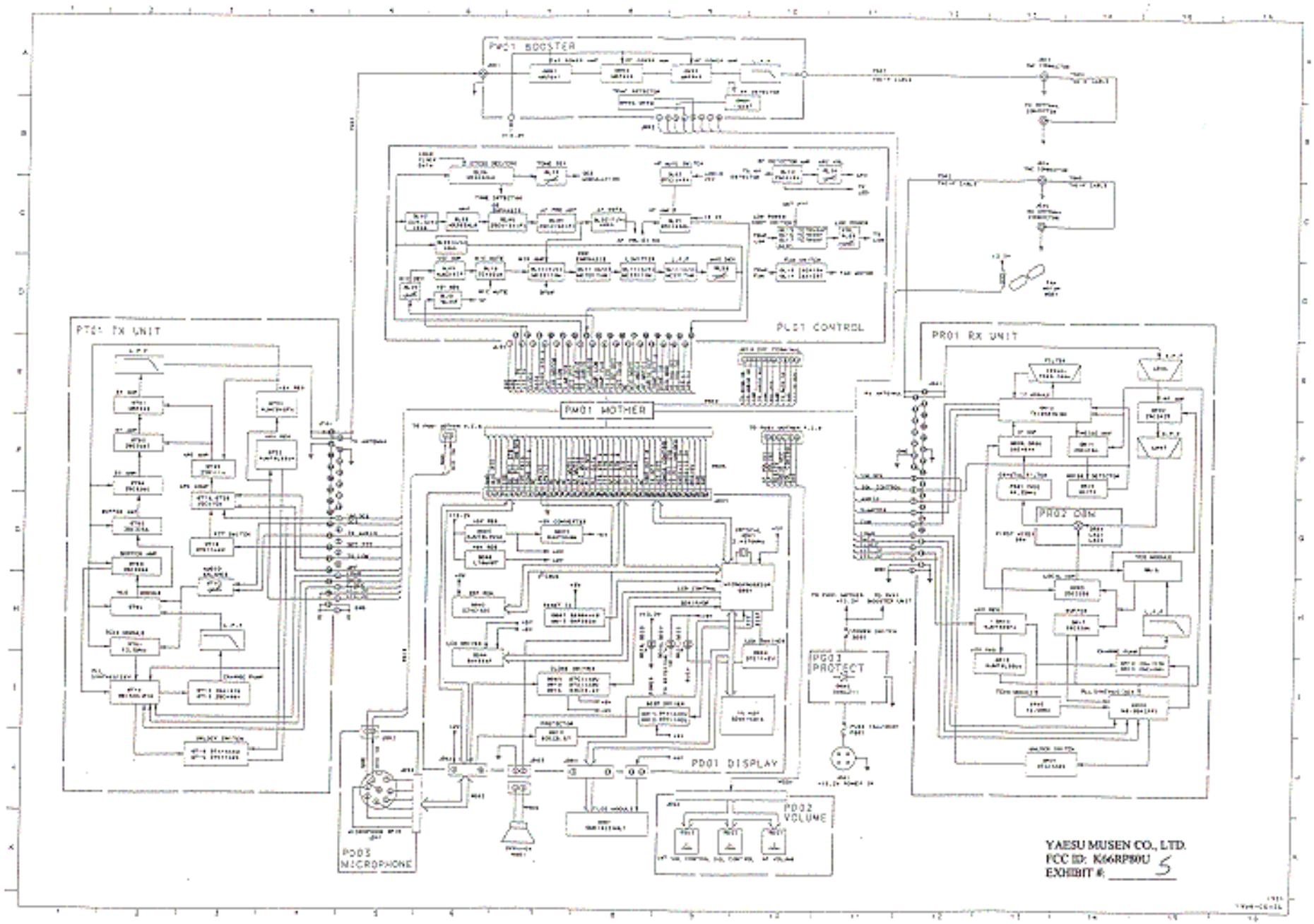11. BLOCK DIAGRAM