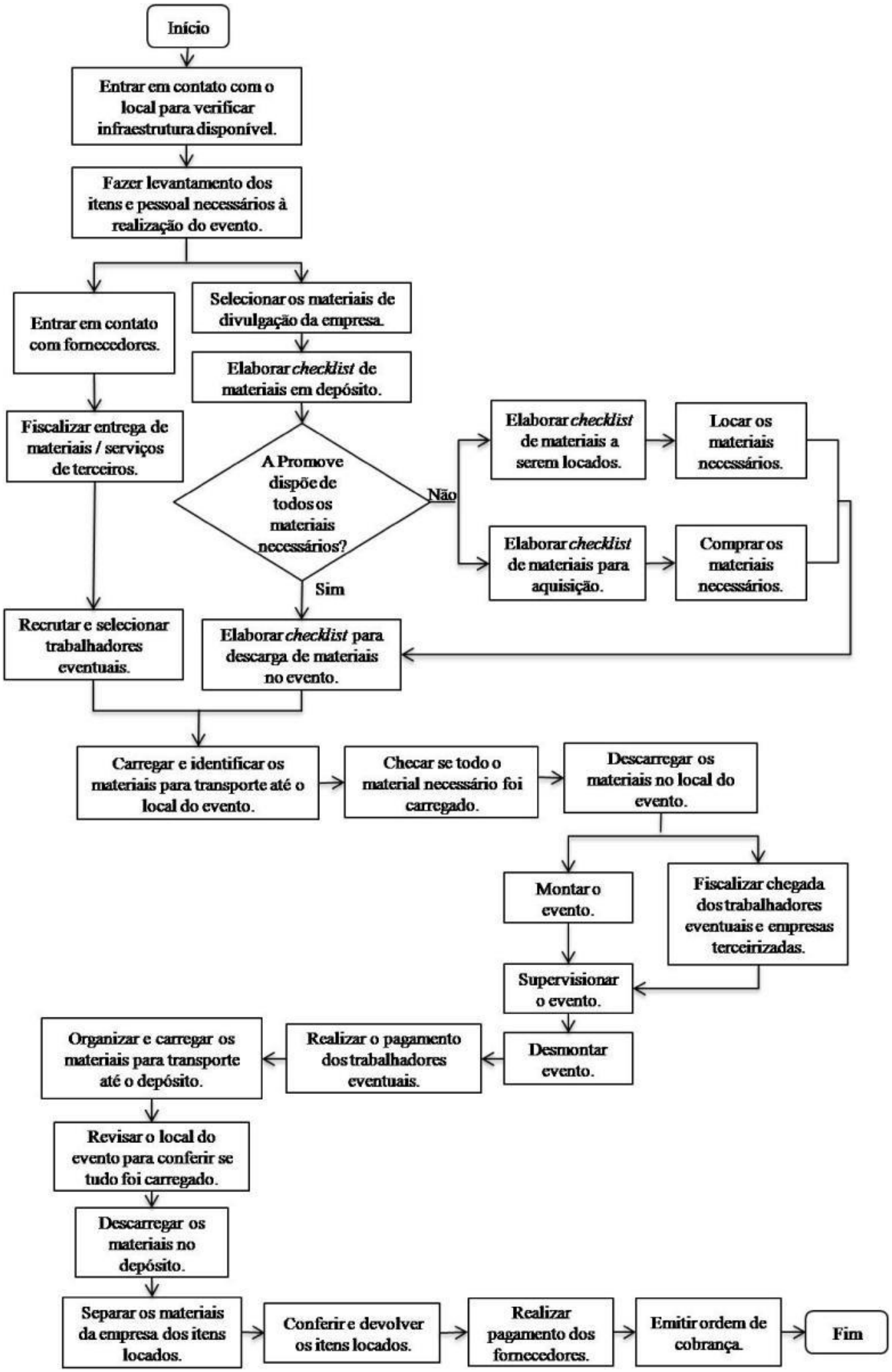MODELO DE FLUXOGRAMA DE OPERACIONALIZAÇÃO DE UM EVENTO: