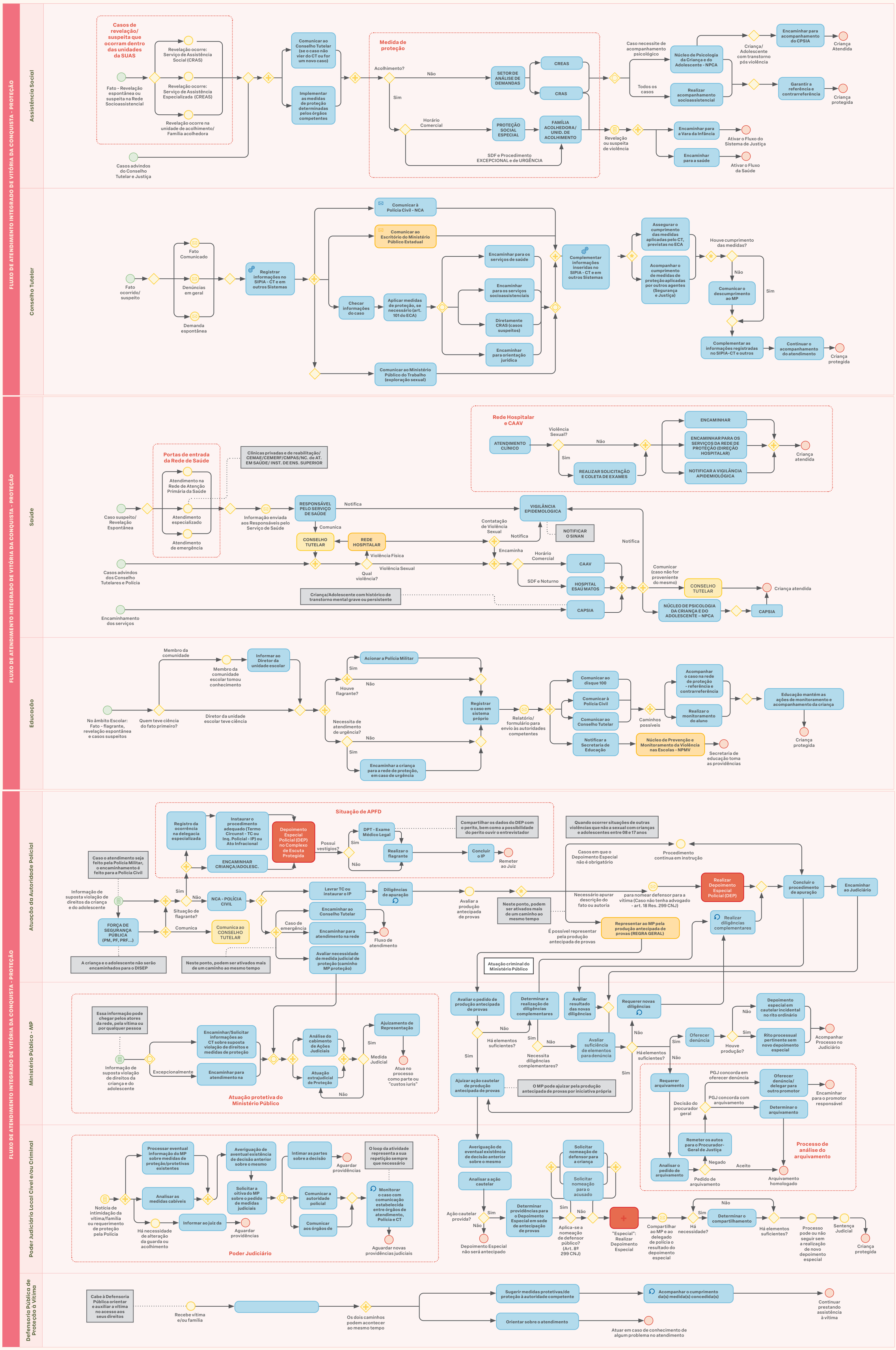1. Fluxo geral: seus elementos e símbolos