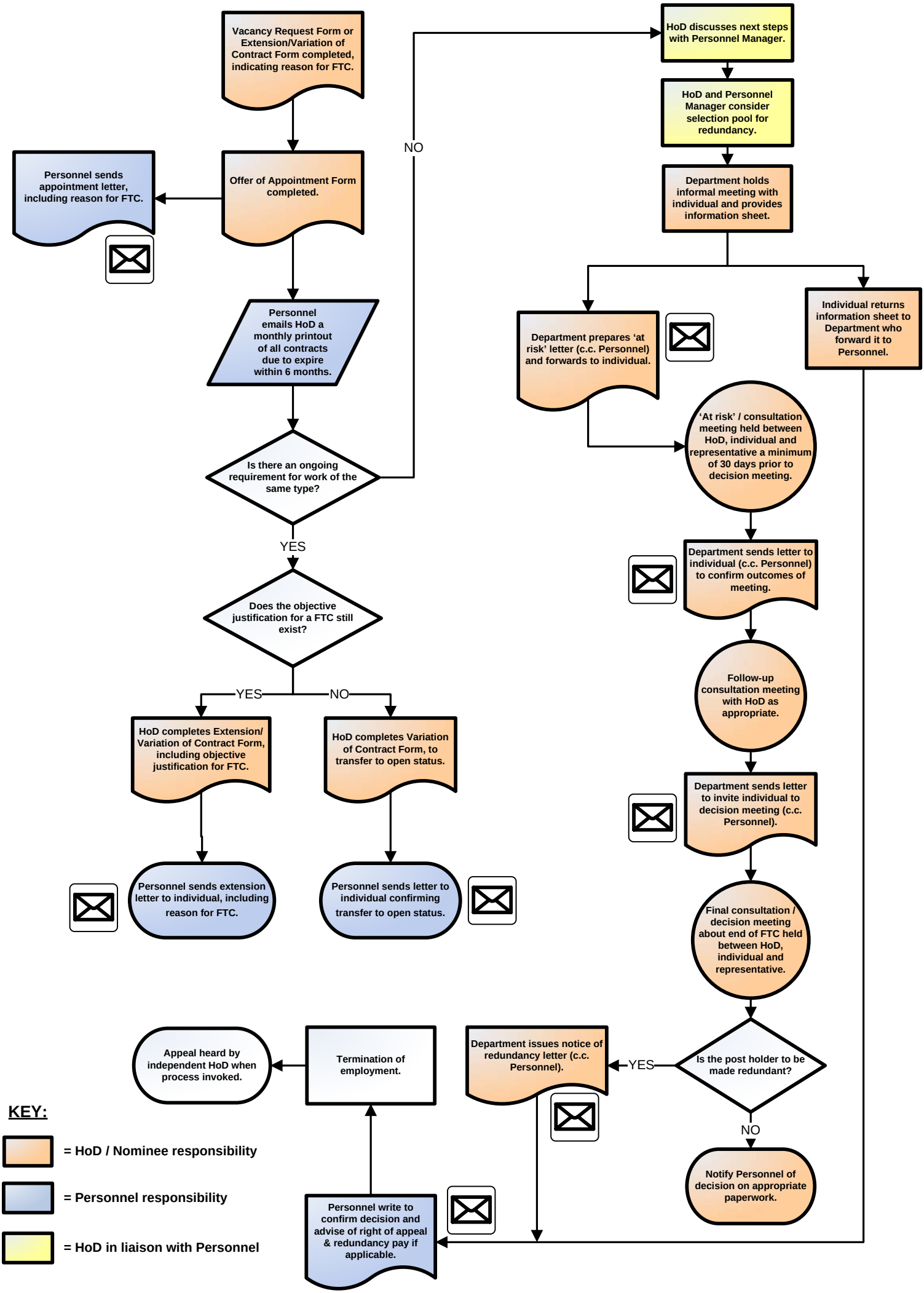PROCESS MAP FOR THE MANAGEMENT OF FIXED-TERM CONTRACTS