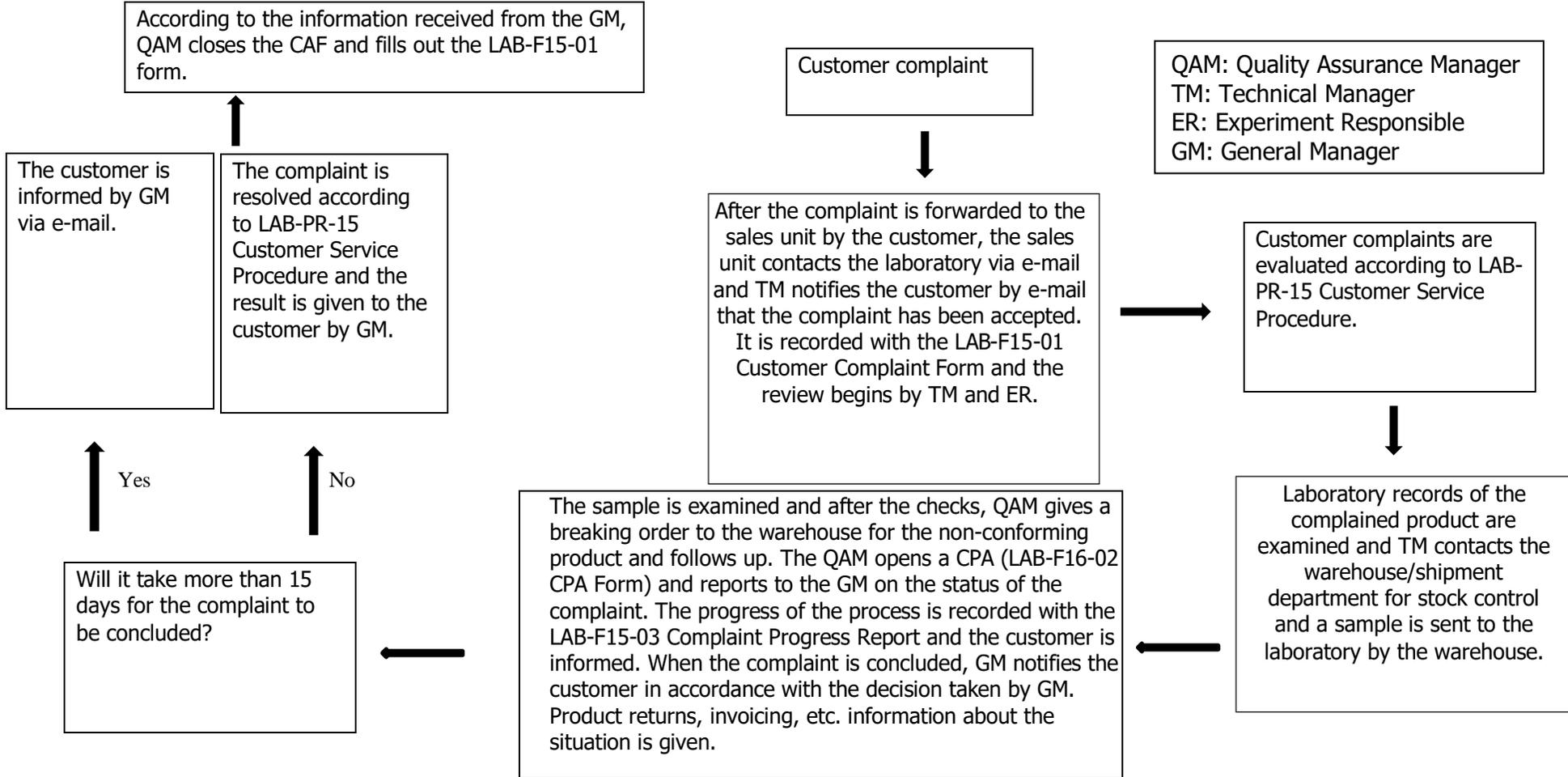
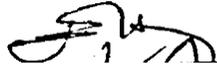




ELBOR EXPERIMENT LABORATORY CUSTOMER COMPLAINT FLOW CHART

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| PREPARER | APPROVER |
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