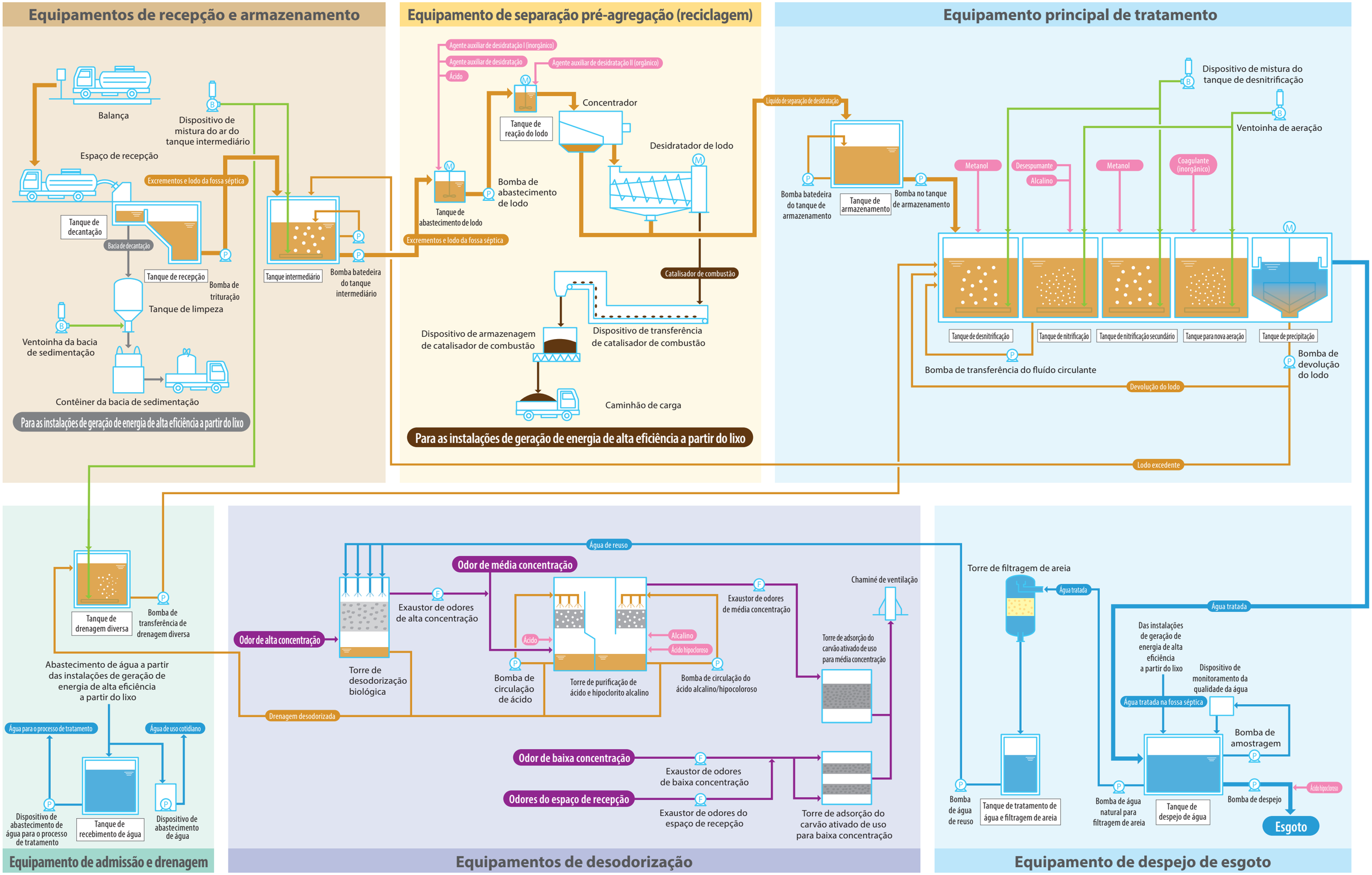Etapas do tratamento