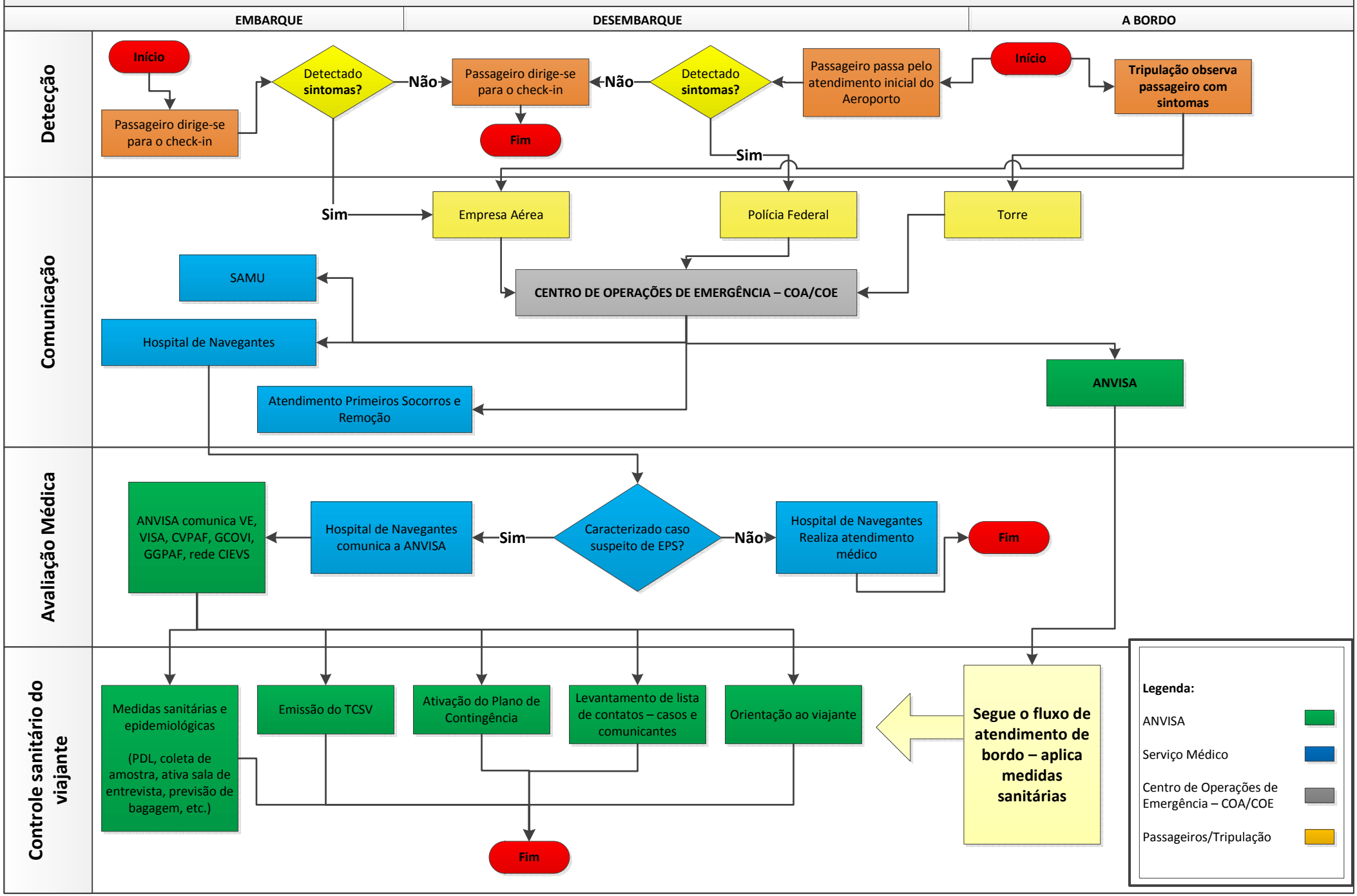FLUXOGRAMA DO PROCESSO DE ATENDIMENTO DE OCORRÊNCIAS NO AEROPORTO INTERNACIONAL DE NAVEGANTES