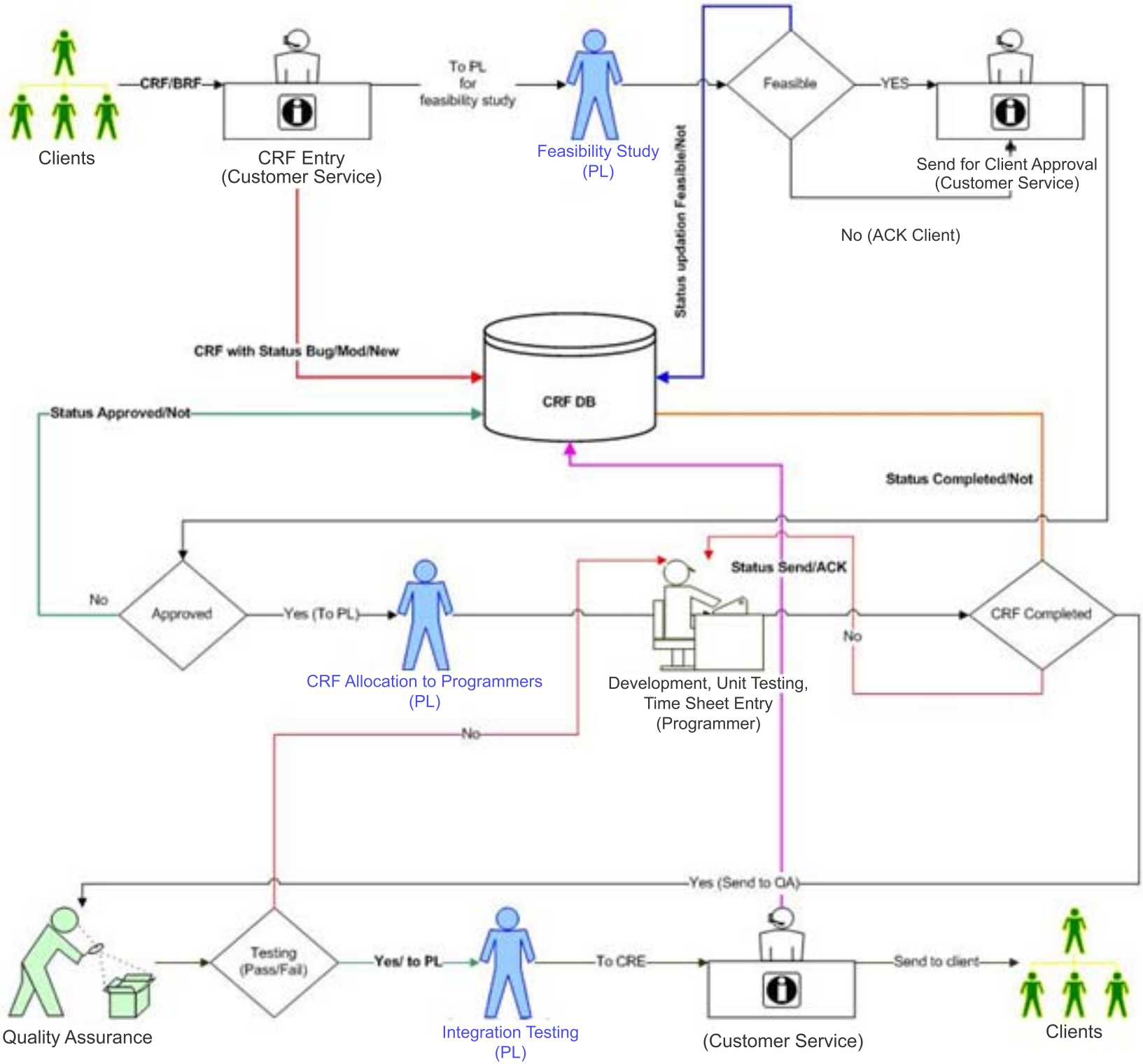Customisation work flow diagram