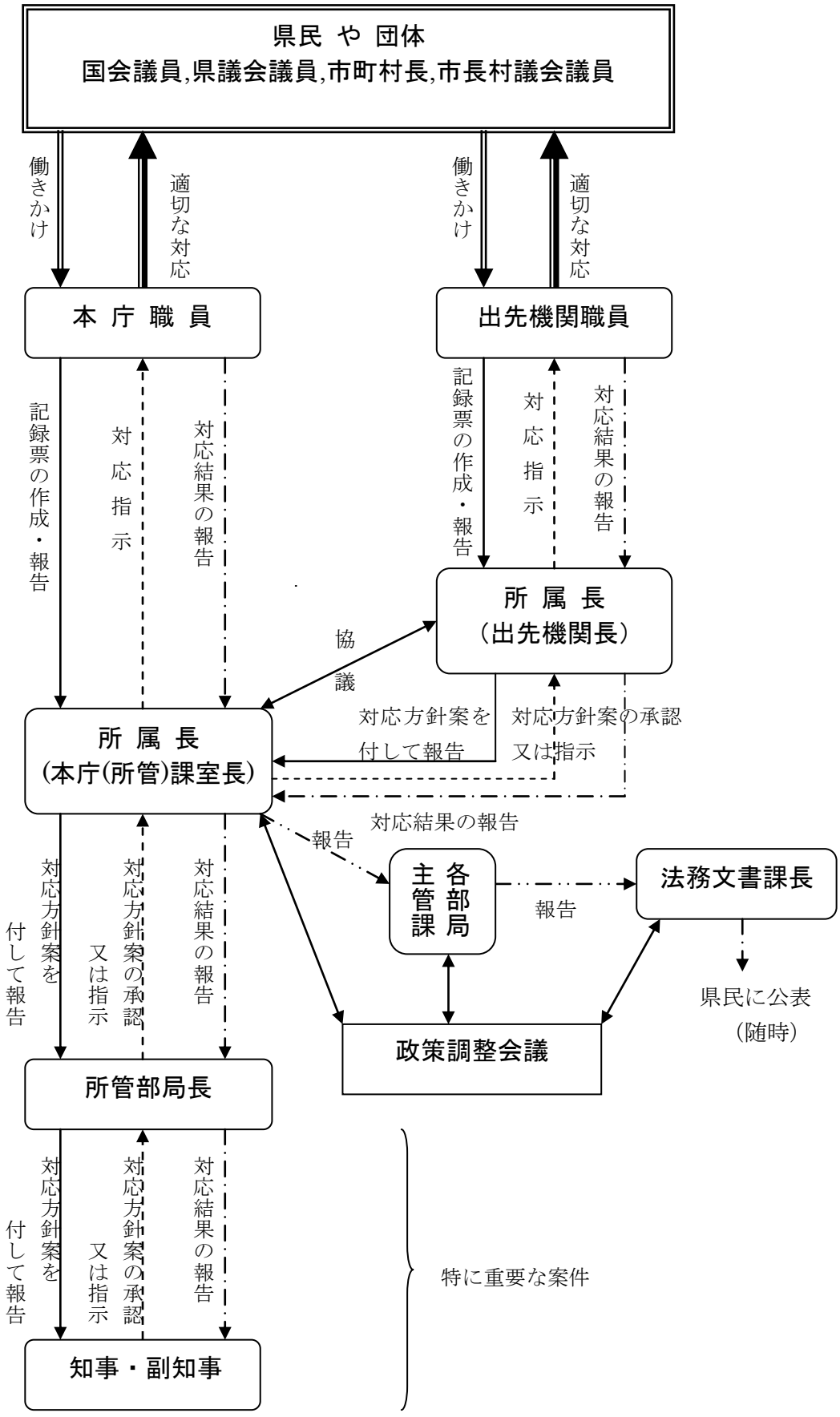働きかけの取扱いフロー図