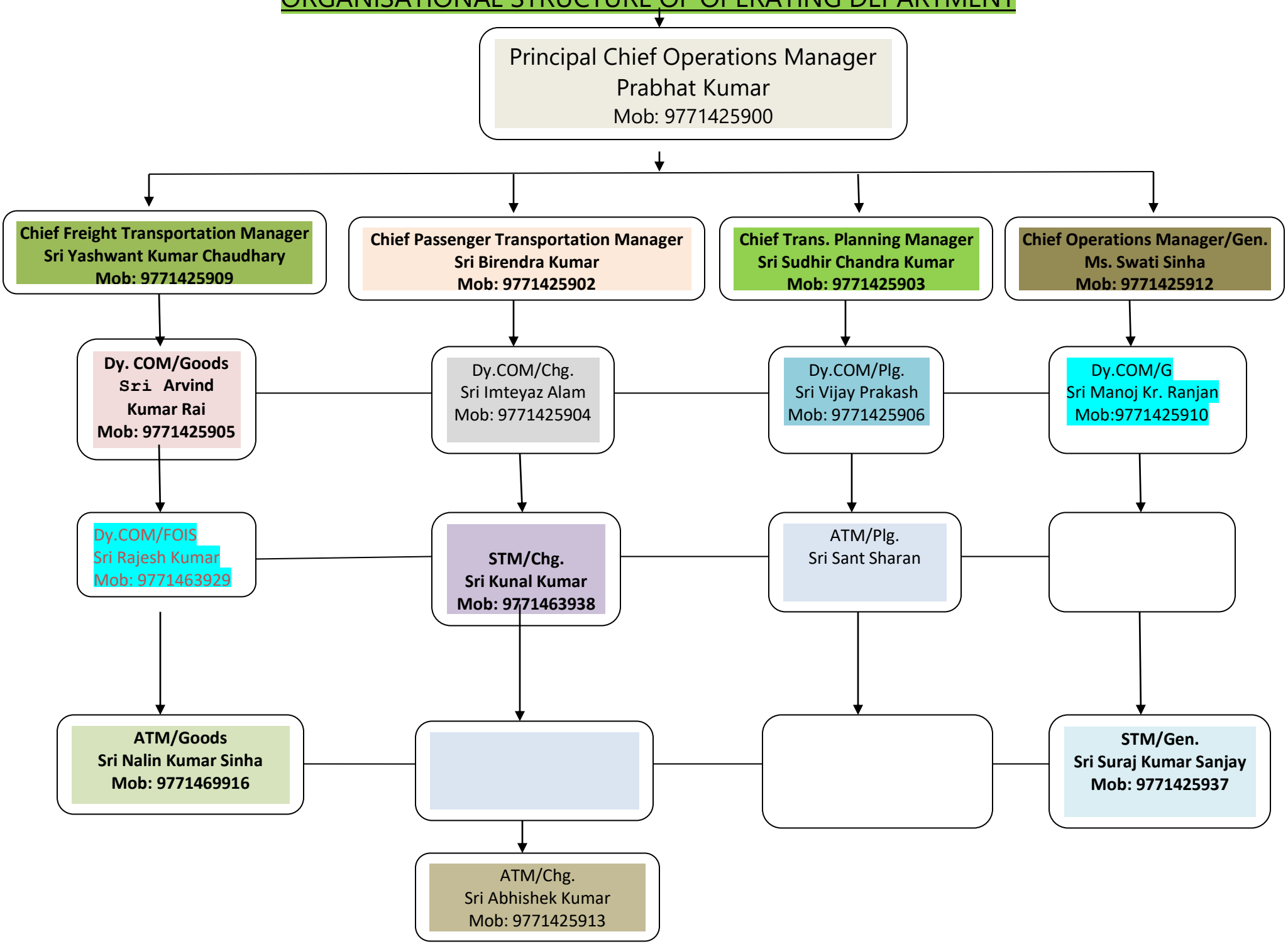ORGANISATIONAL STRUCTURE OF OPERATING DEPARTMENT