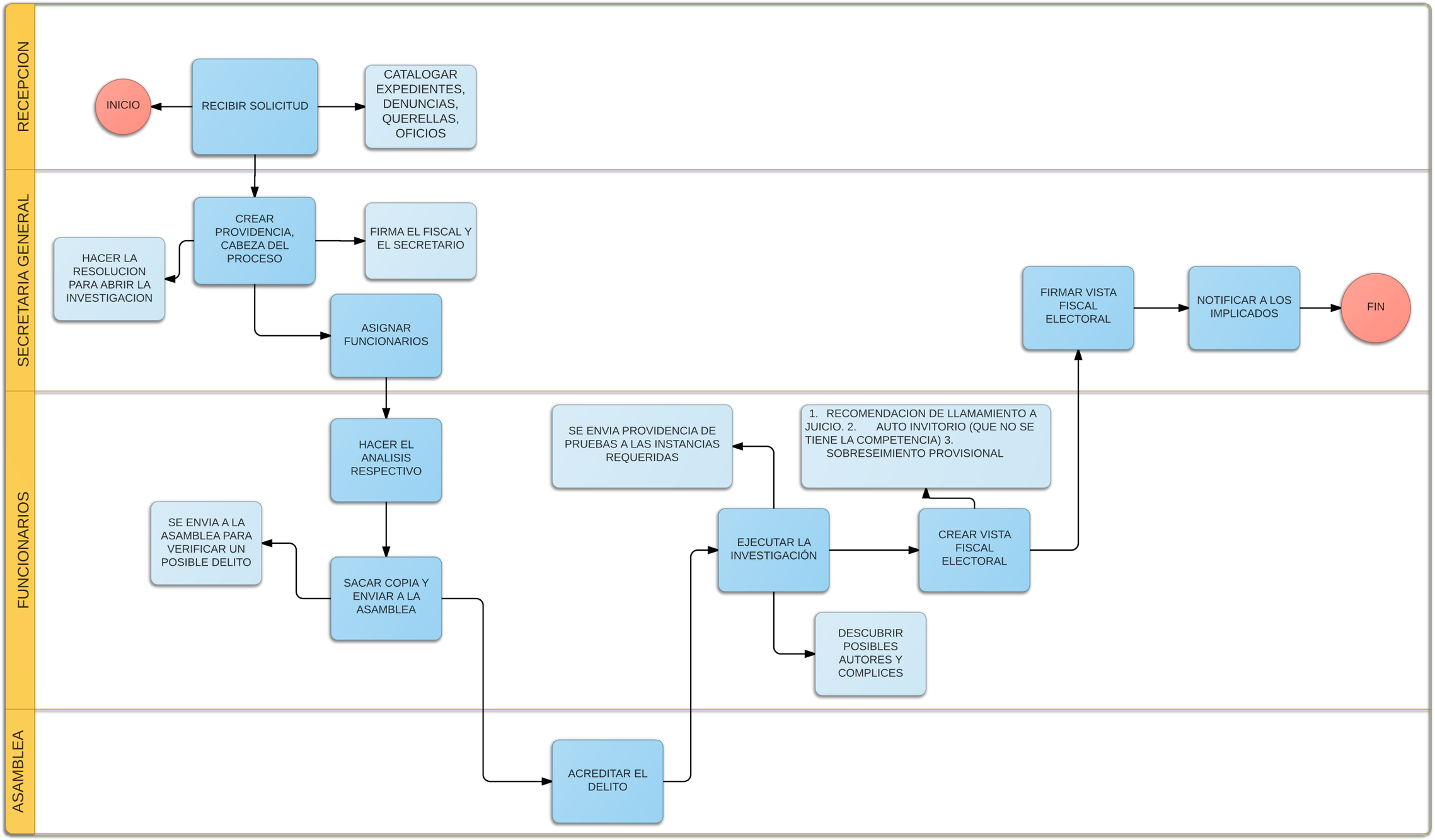FLUJOGRAMA DEL PROCESO