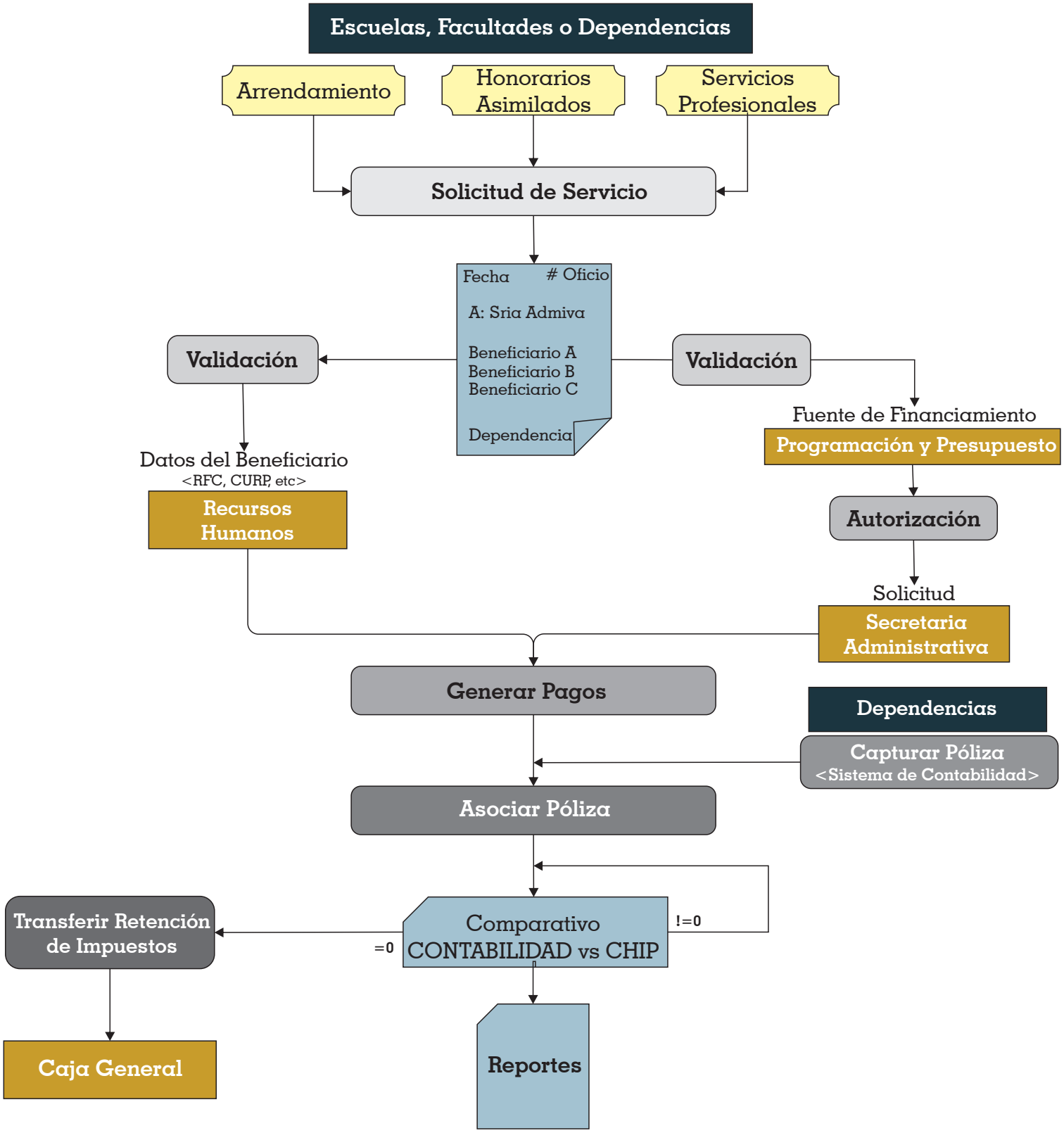DIAGRAMA DE FLUJO DEL PROCESO