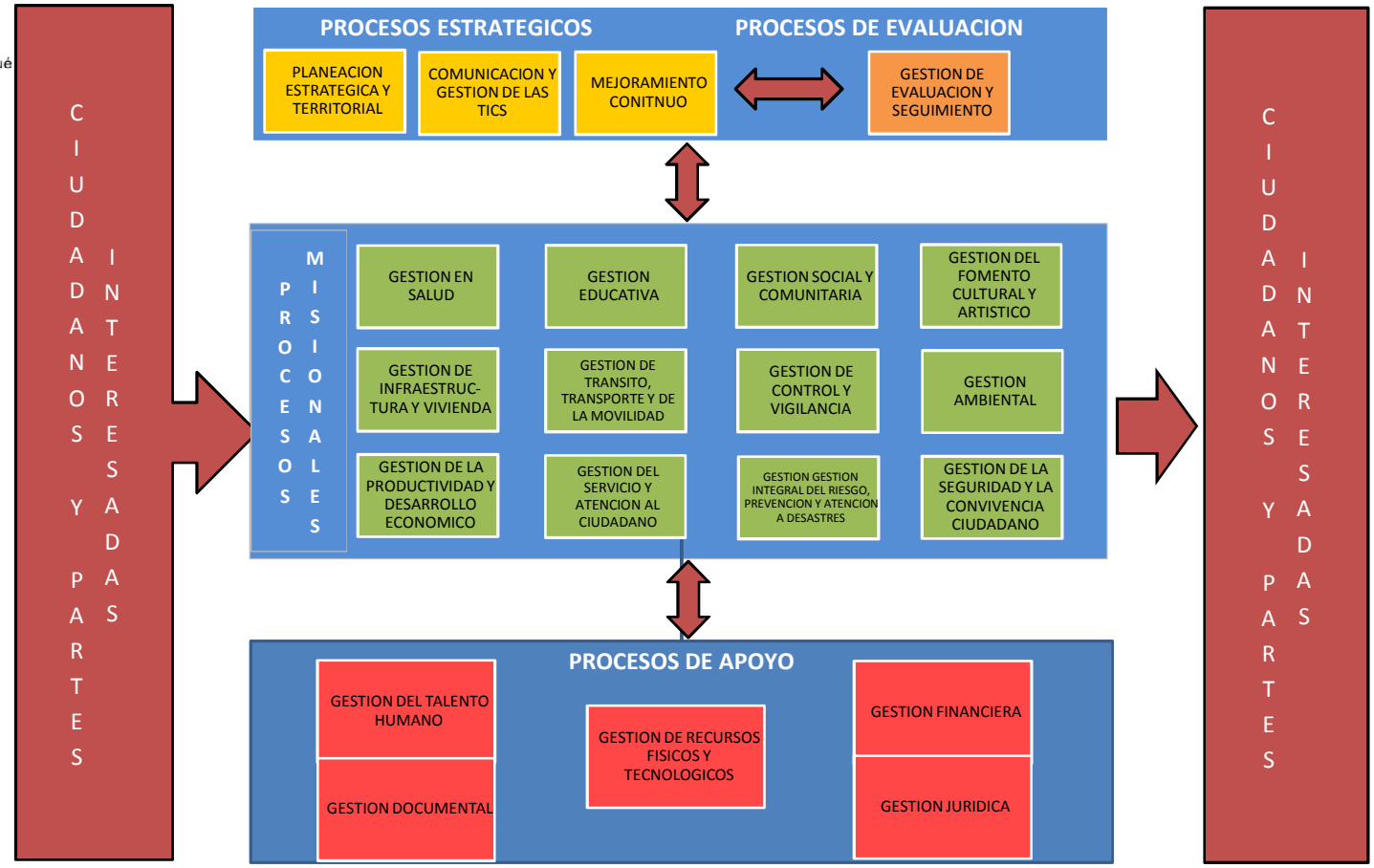# MAPA DE PROCESOS