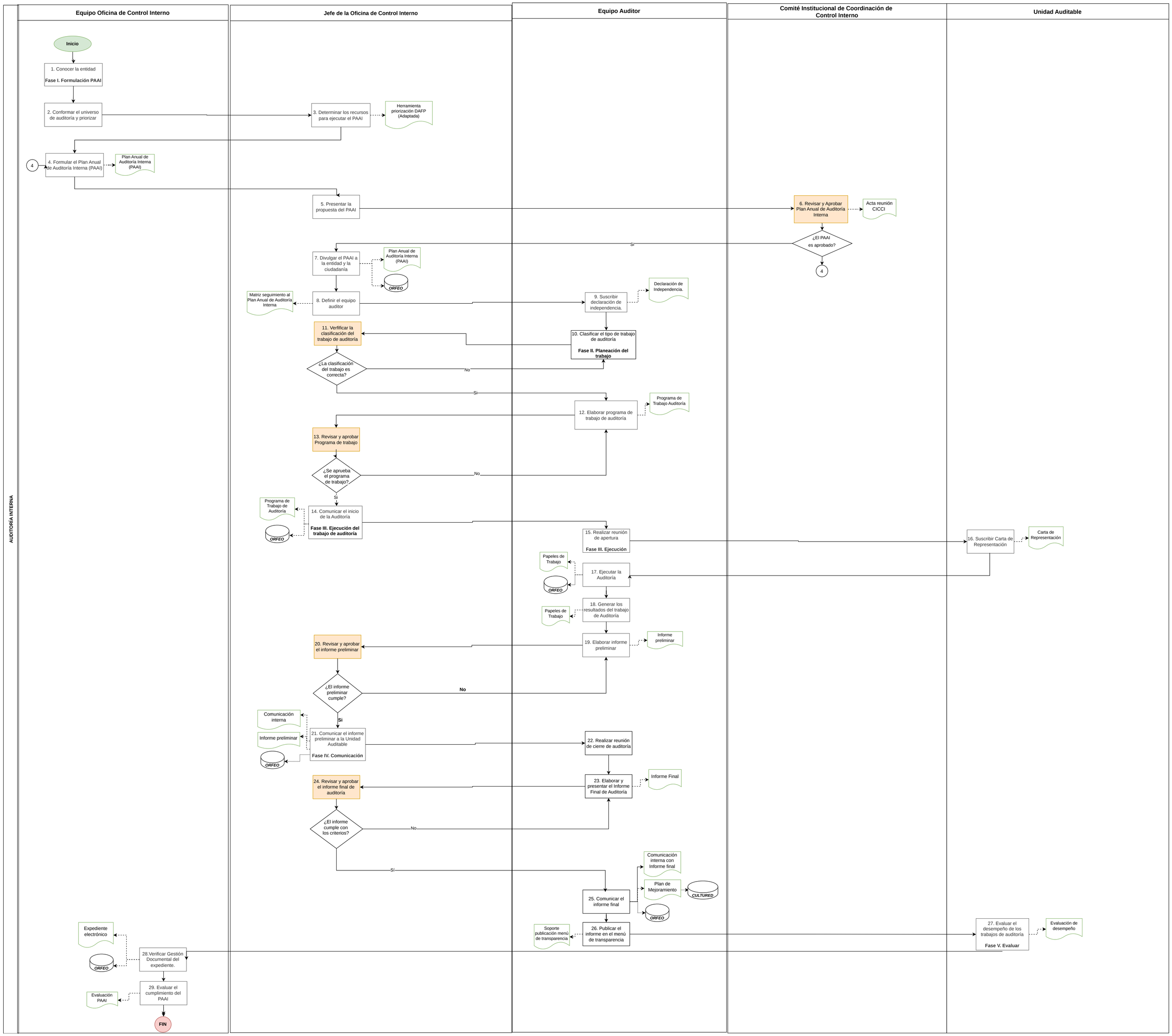Anexo 1. Diagrama de Flujo