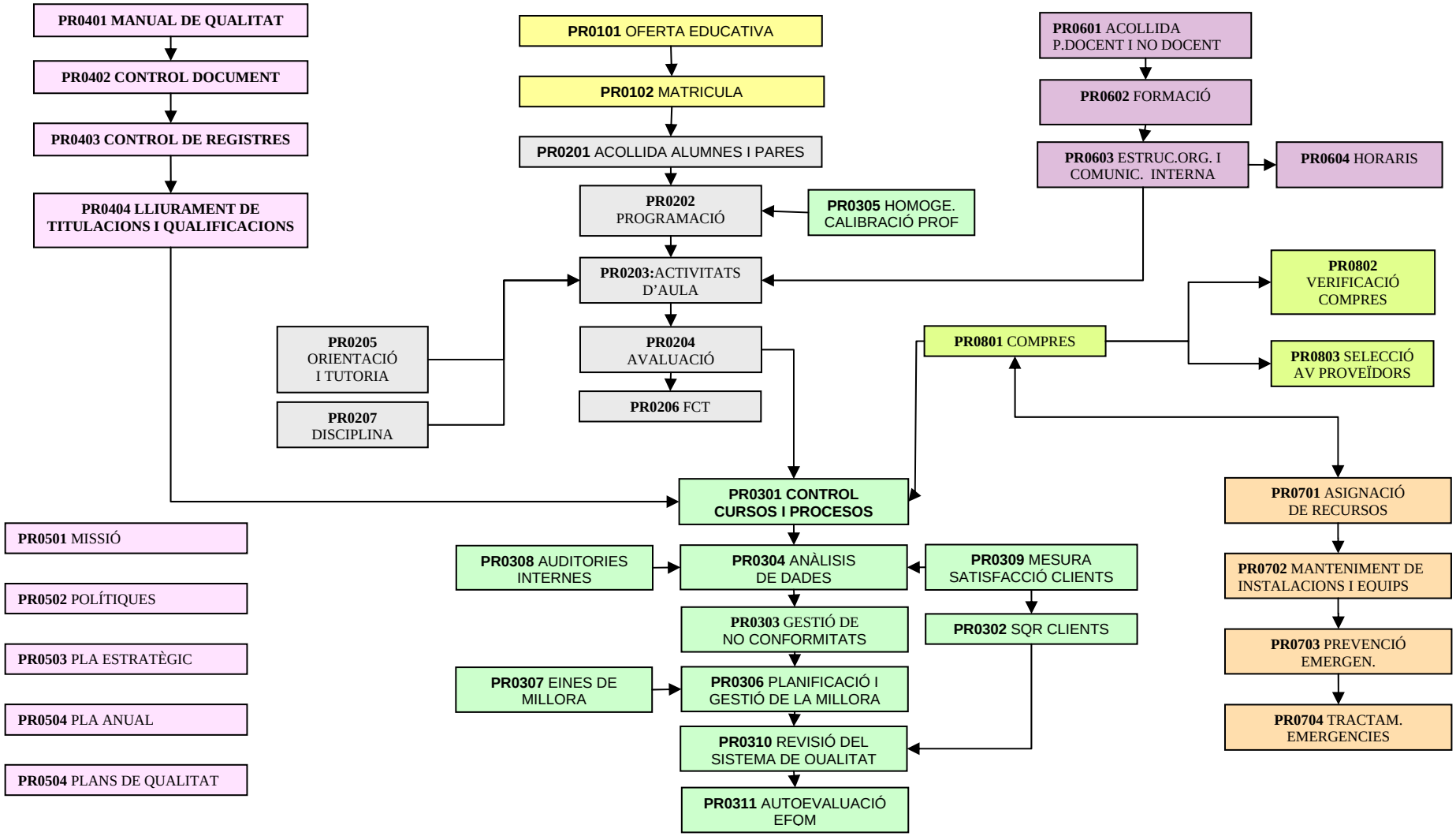MAPA DE PROCESSOS I PROCEDIMENTS