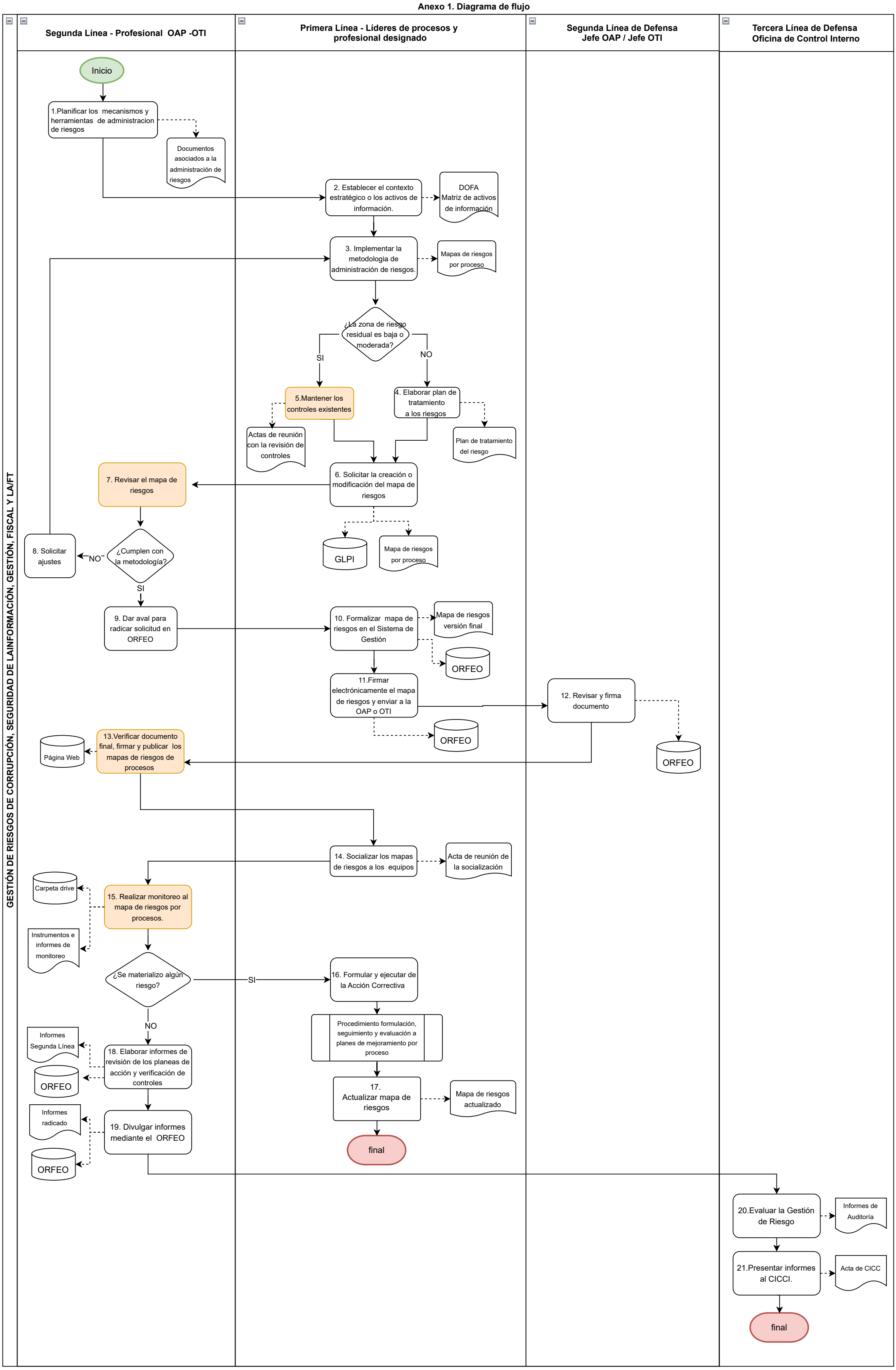Anexo 1. Diagrama de flujo