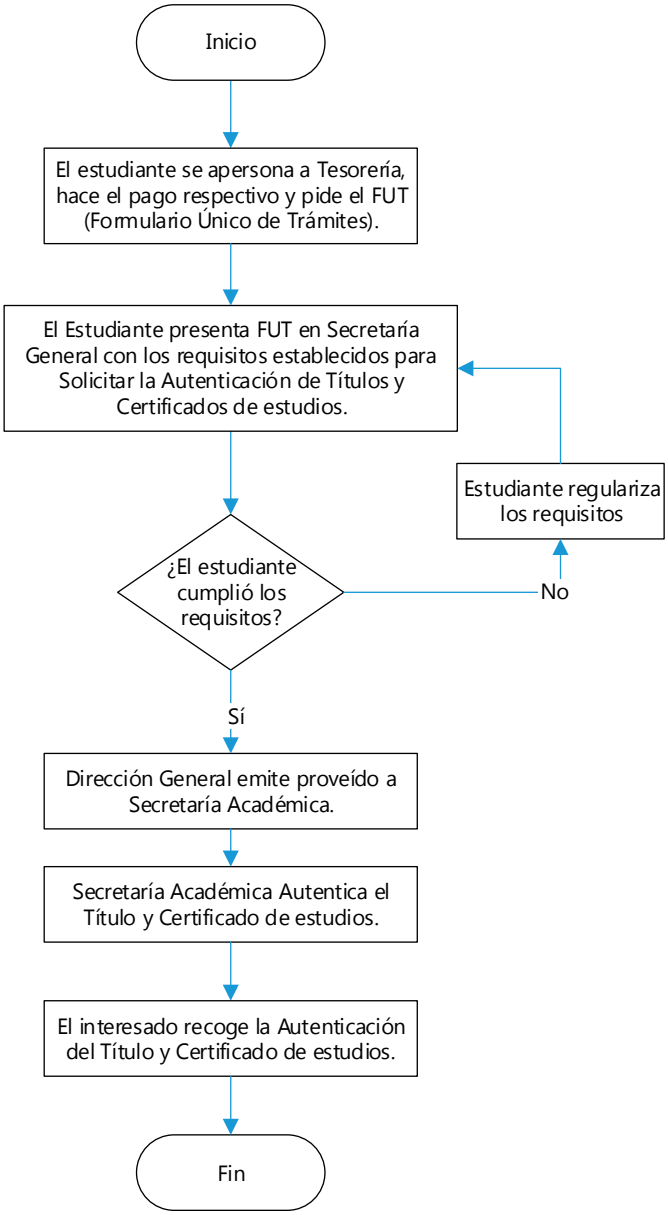4.19.7. Diagrama de flujo del proceso