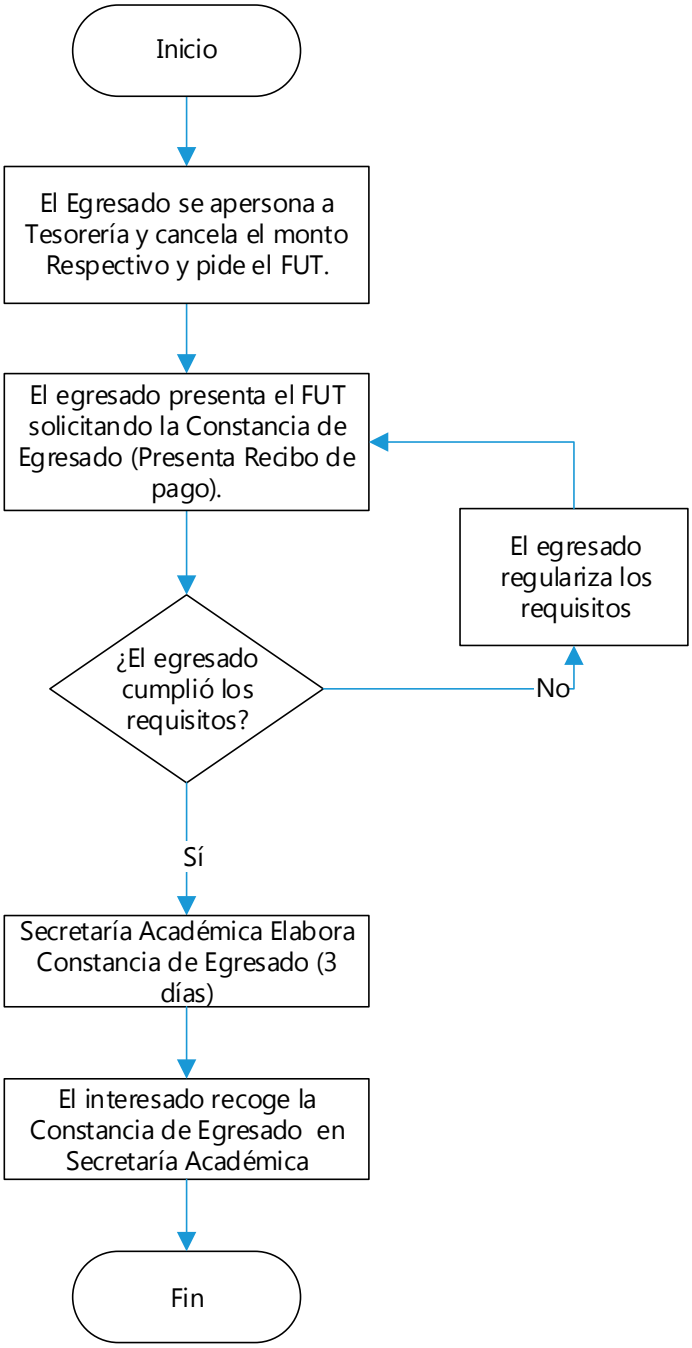4.13.7. Diagrama de flujo del proceso