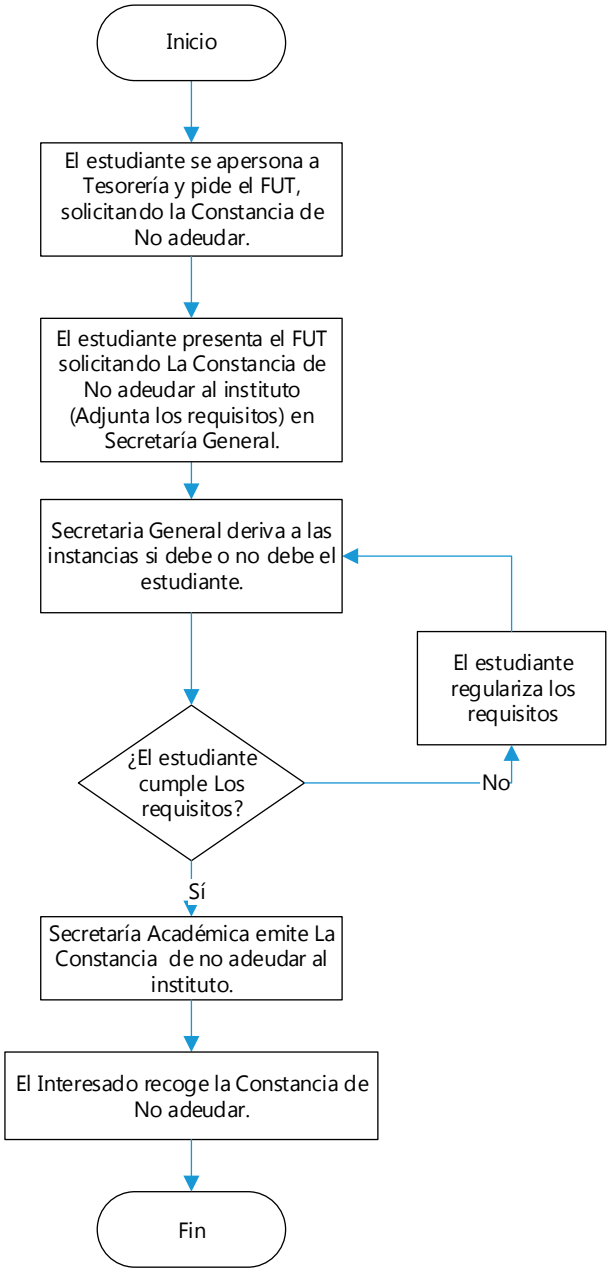4.16.7. Diagrama de flujo del proceso