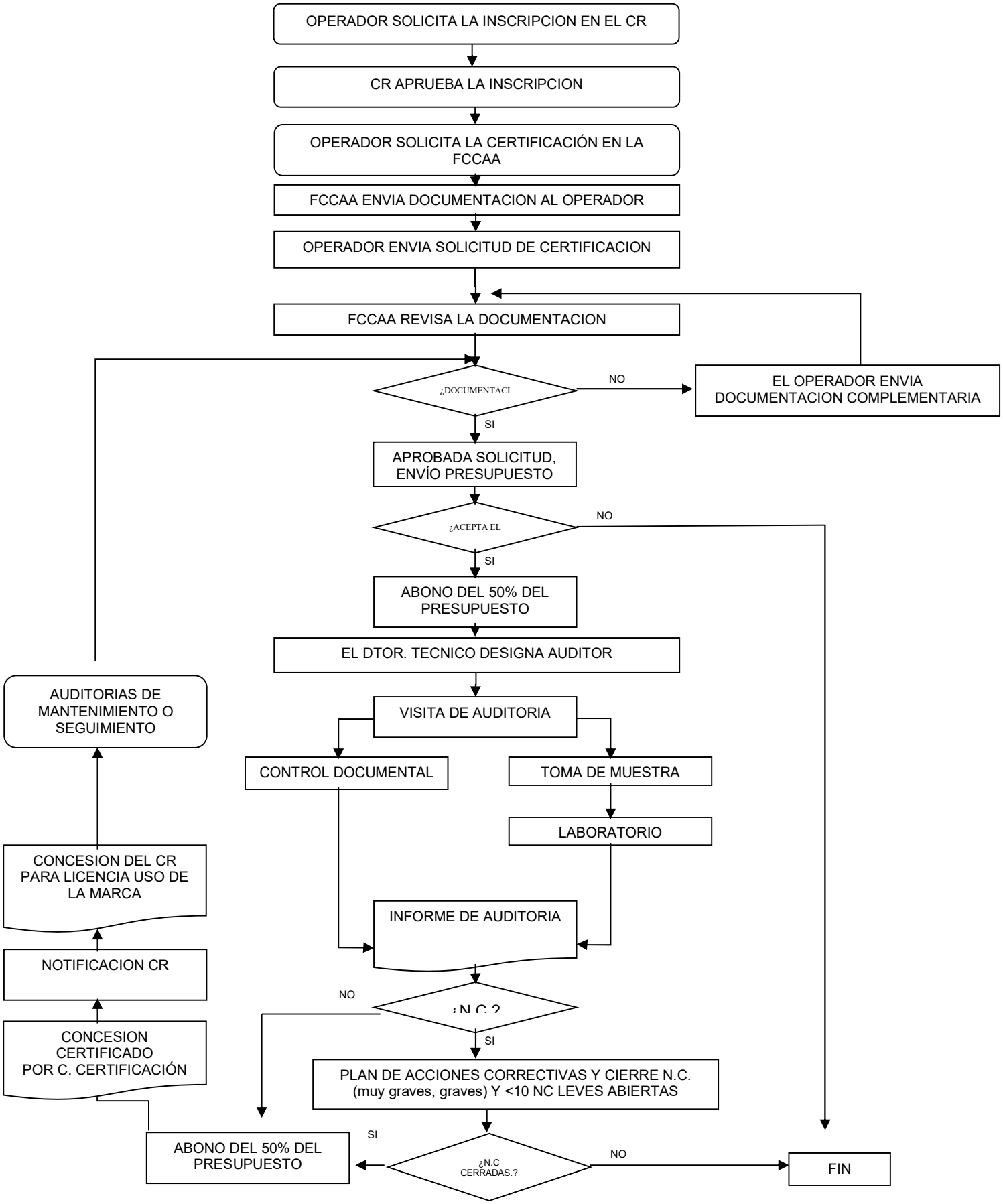DIAGRAMA DE FLUJO DEL PROCESO DE CERTIFICACIÓN