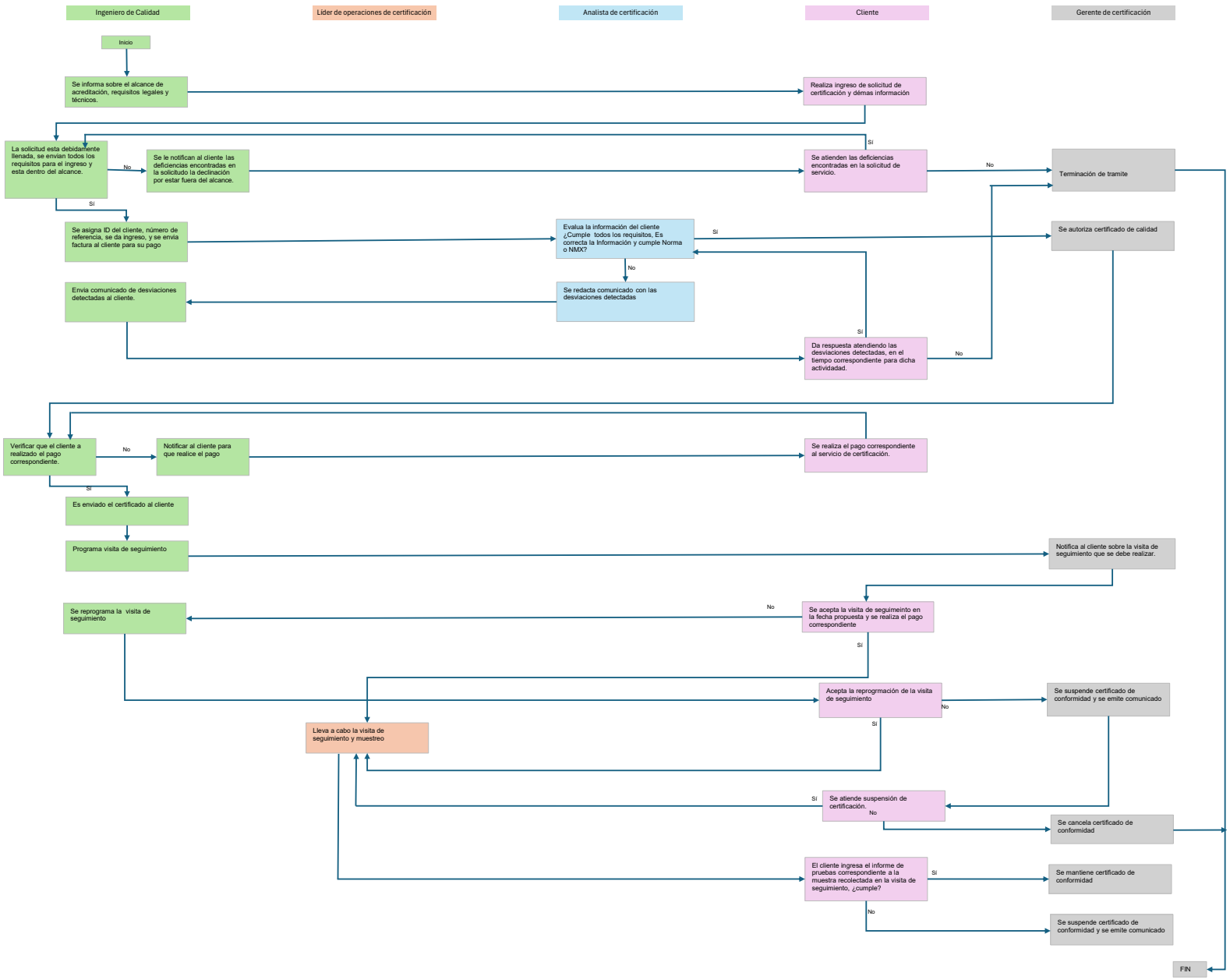DIAGRAMA DE PROCESO DE CERTIFICACIÓN