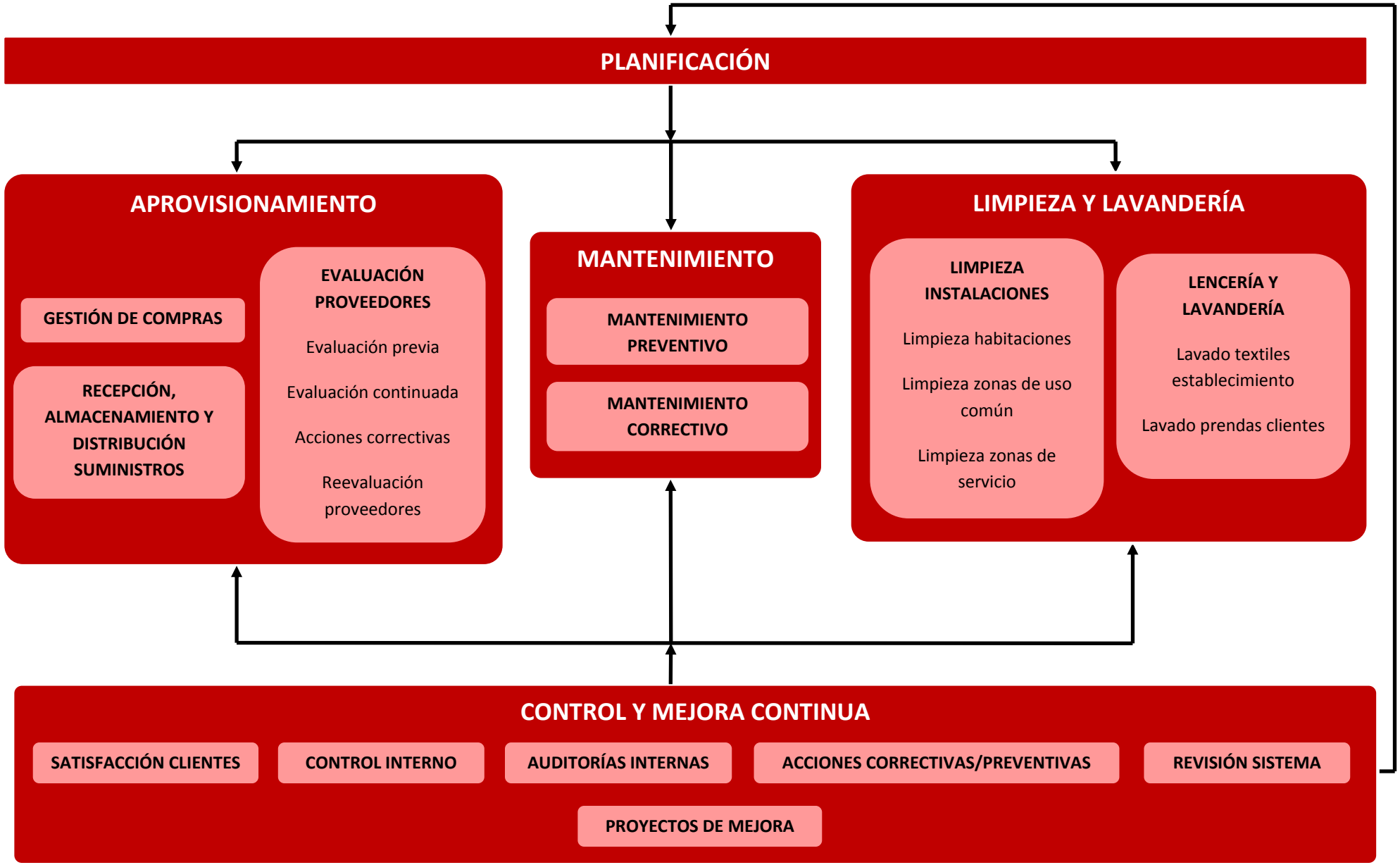MAPA DE PROCESOS — APOYO