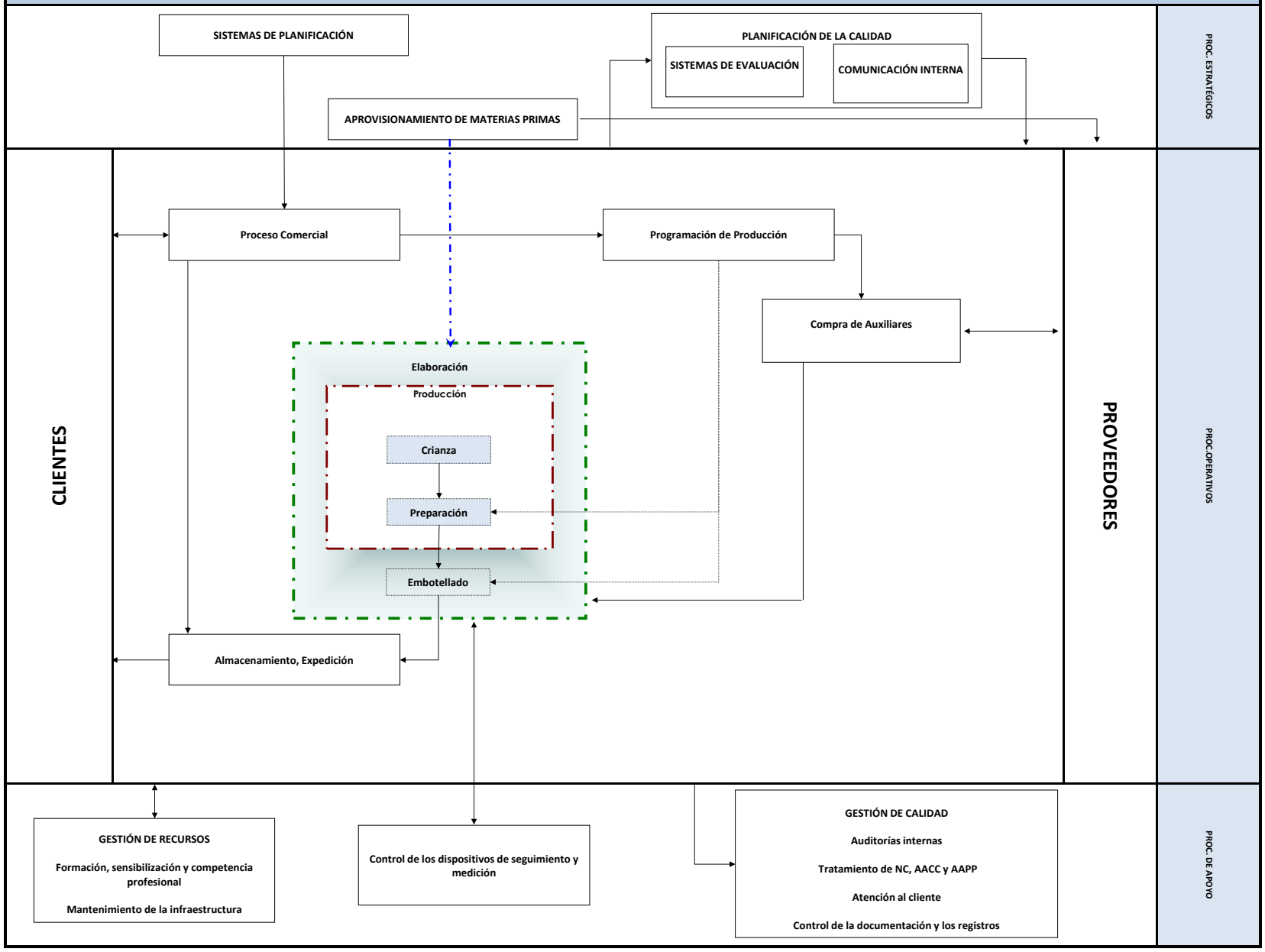MAPA DE PROCESOS DE DELGADO ZULETA S.A.