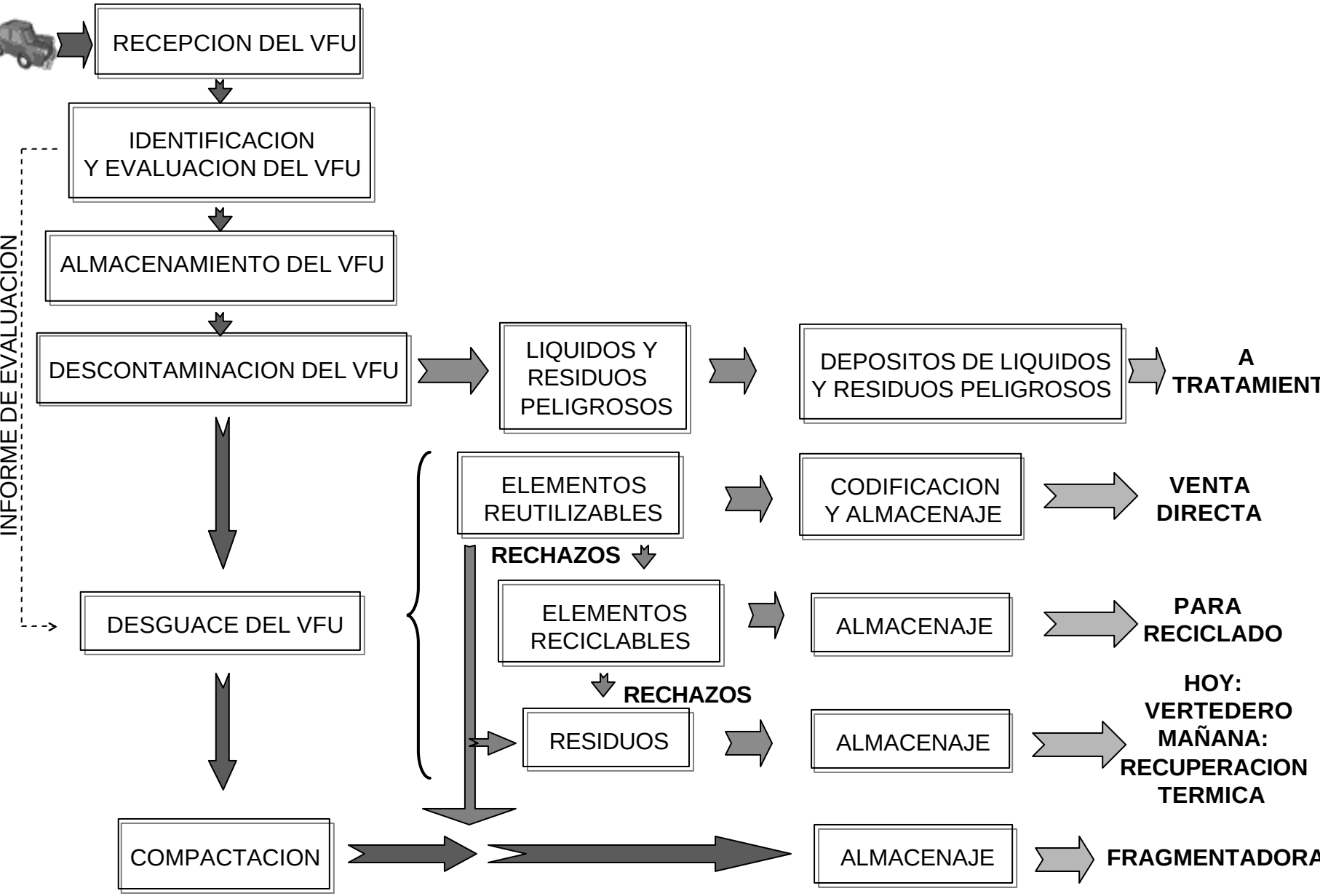# ESQUEMA GENERAL DEL PROCESO