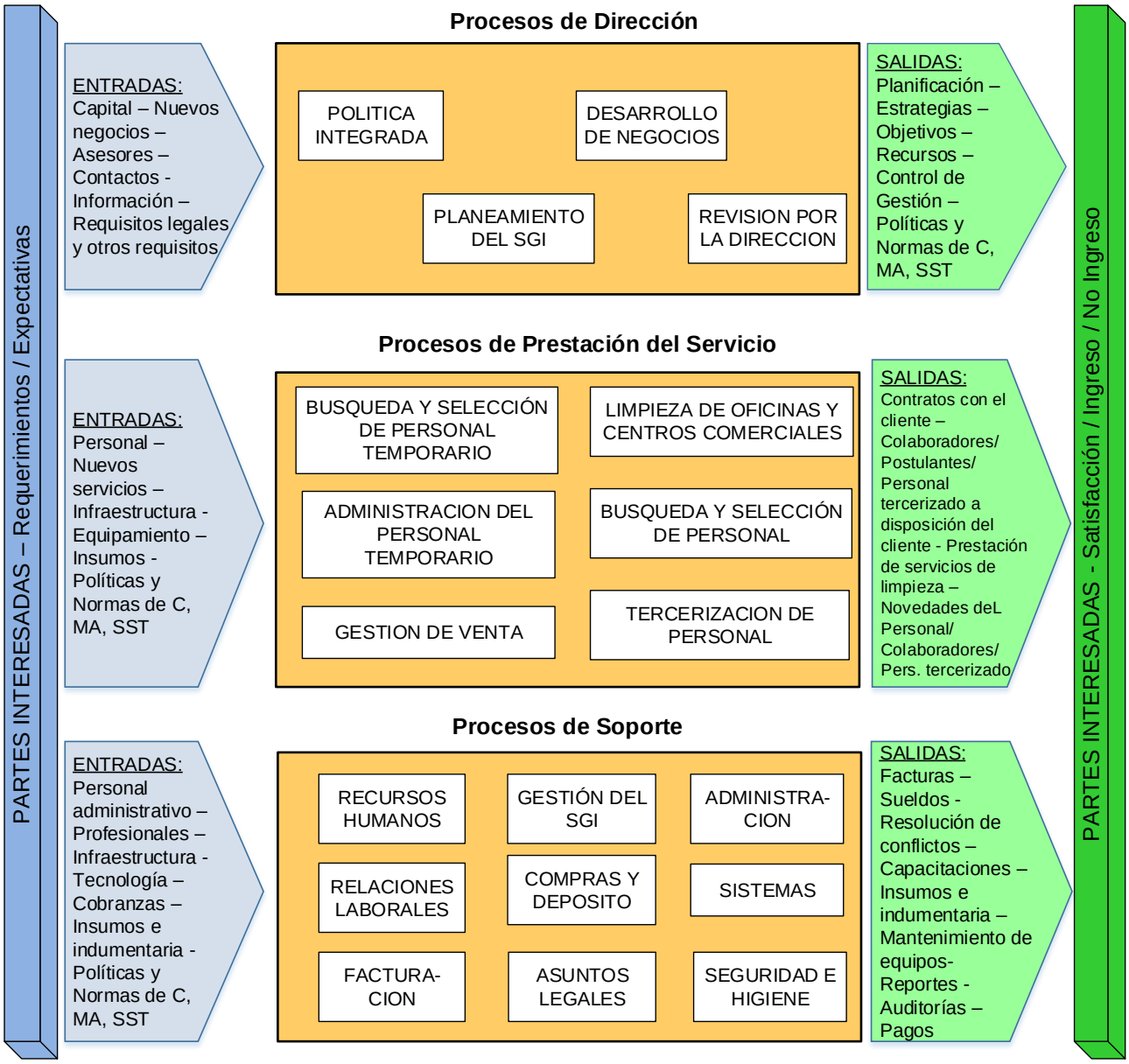# ANEXO 2 – MAPA DE PROCESOS