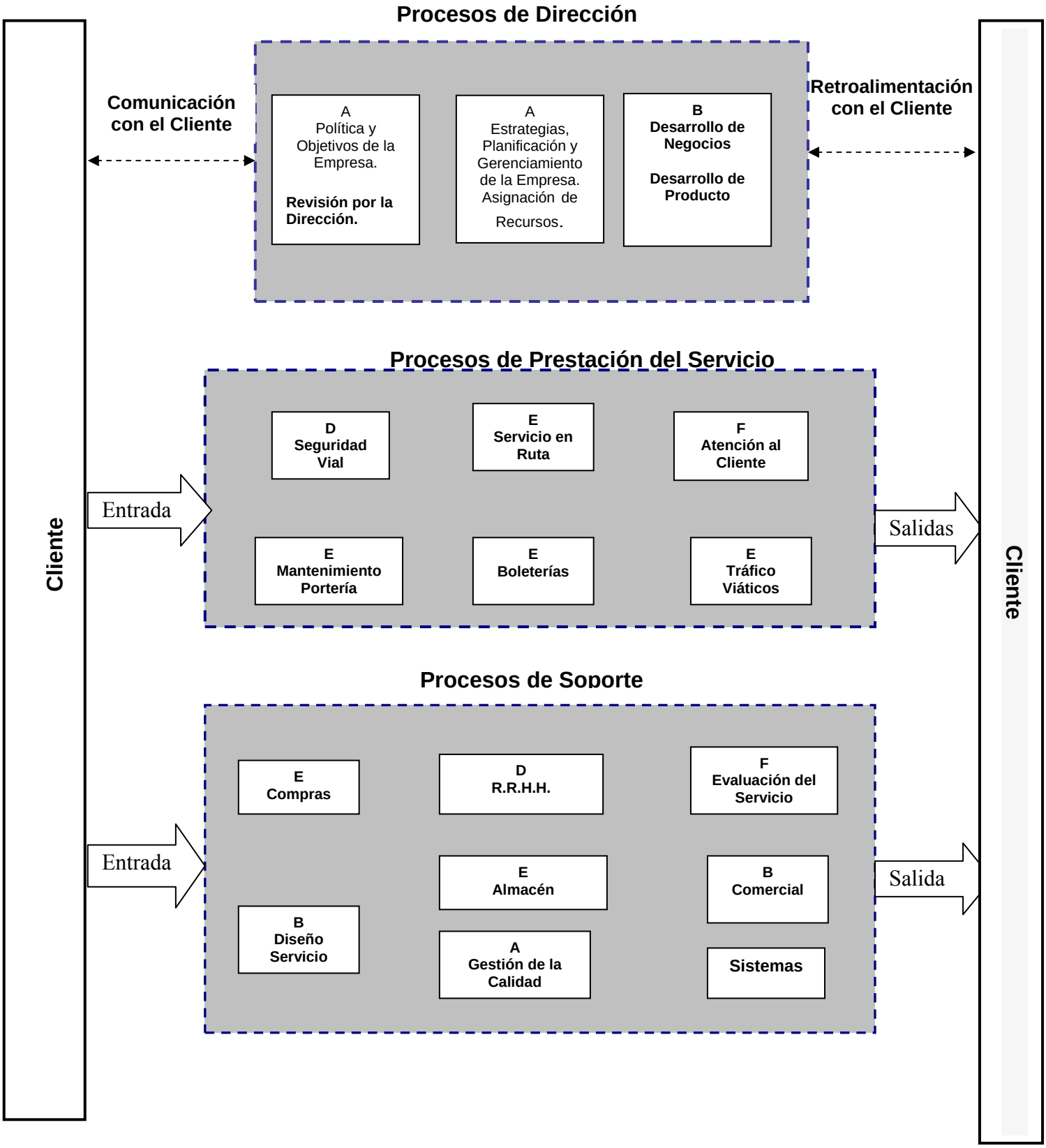ANEXO 1 - PROCESOS DEL SISTEMA DE GESTIÓN