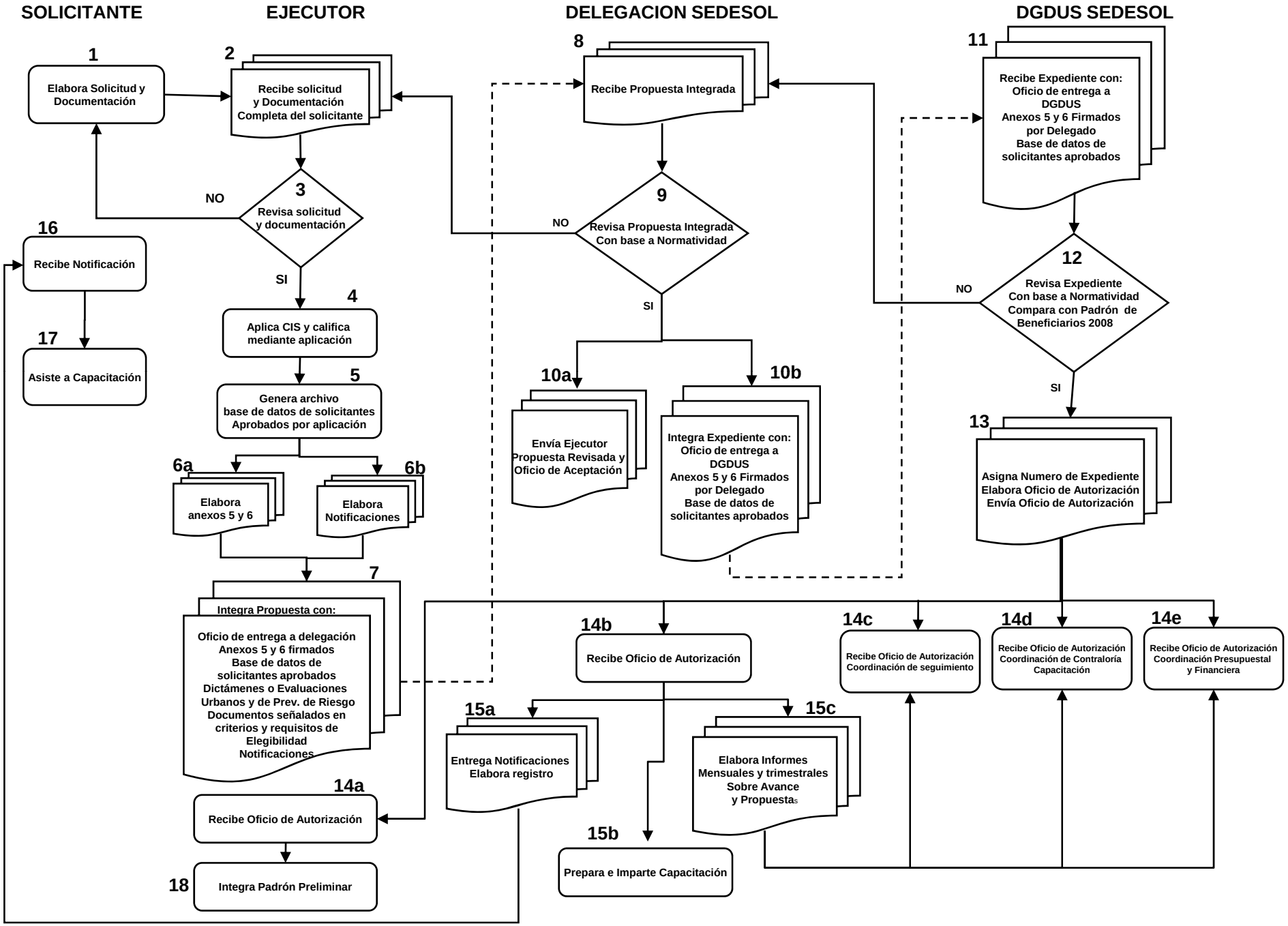ANEXO II DIAGRAMA GENERAL DEL PROCESO OPERATIVO