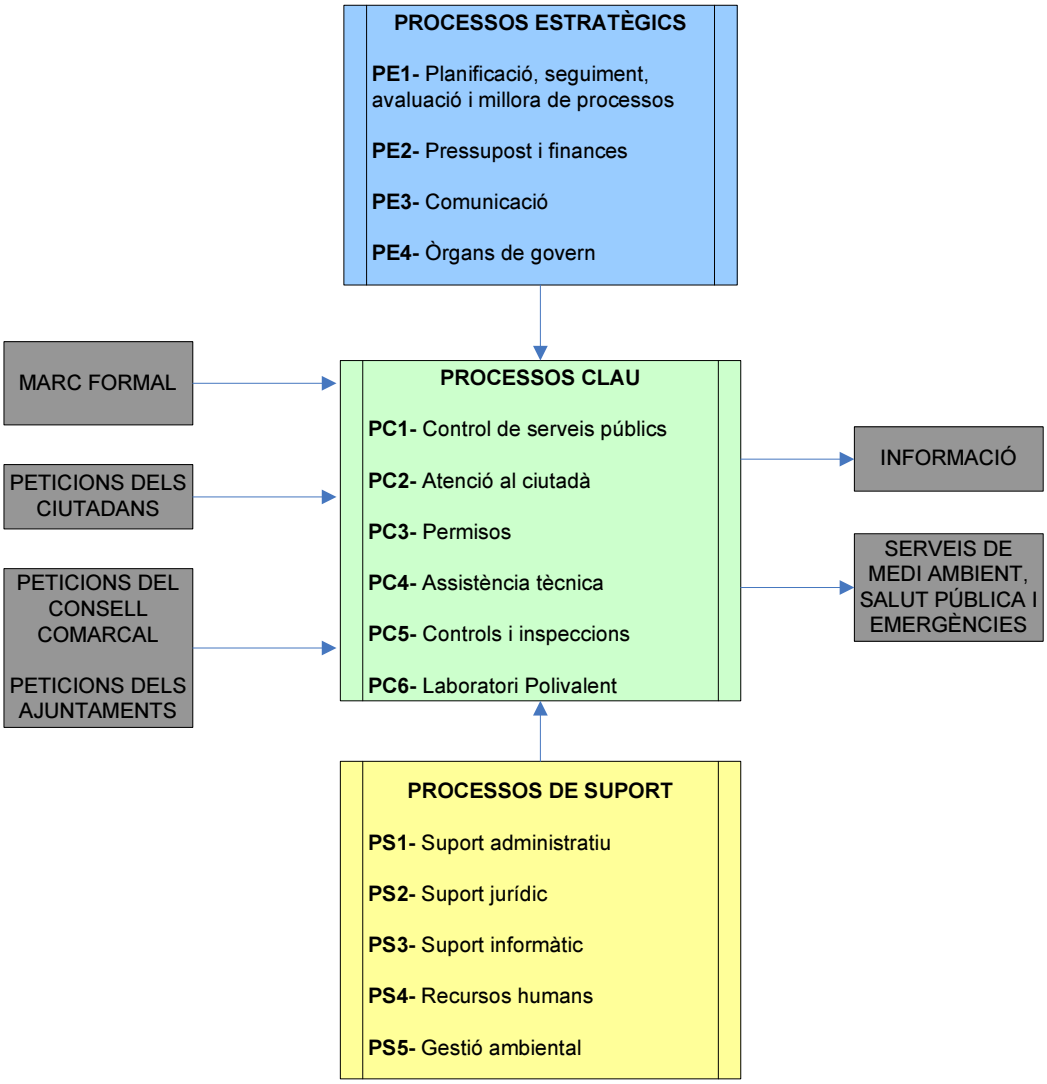MAPA DE PROCESSOS SIGMA