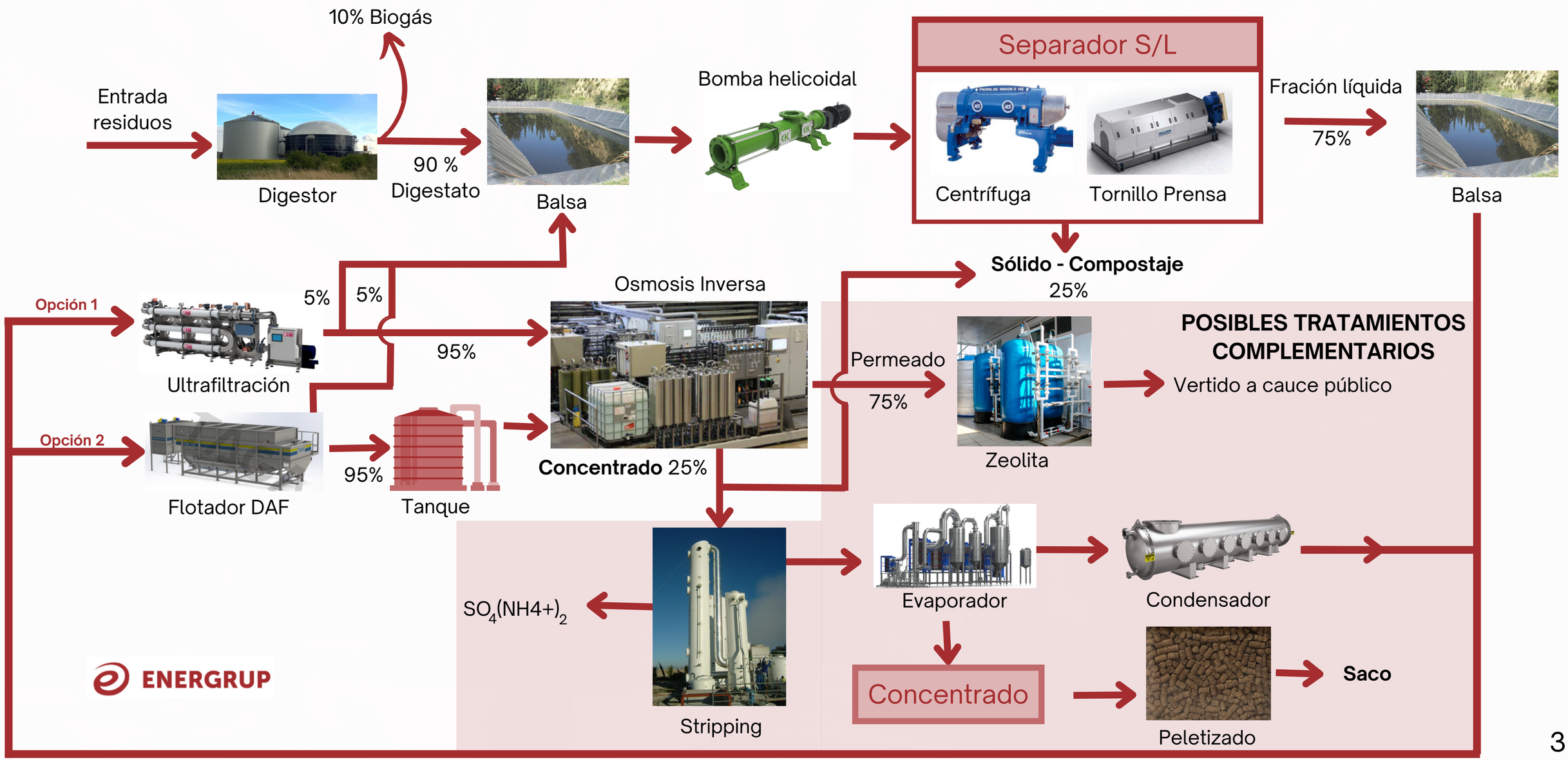Etapas del proceso