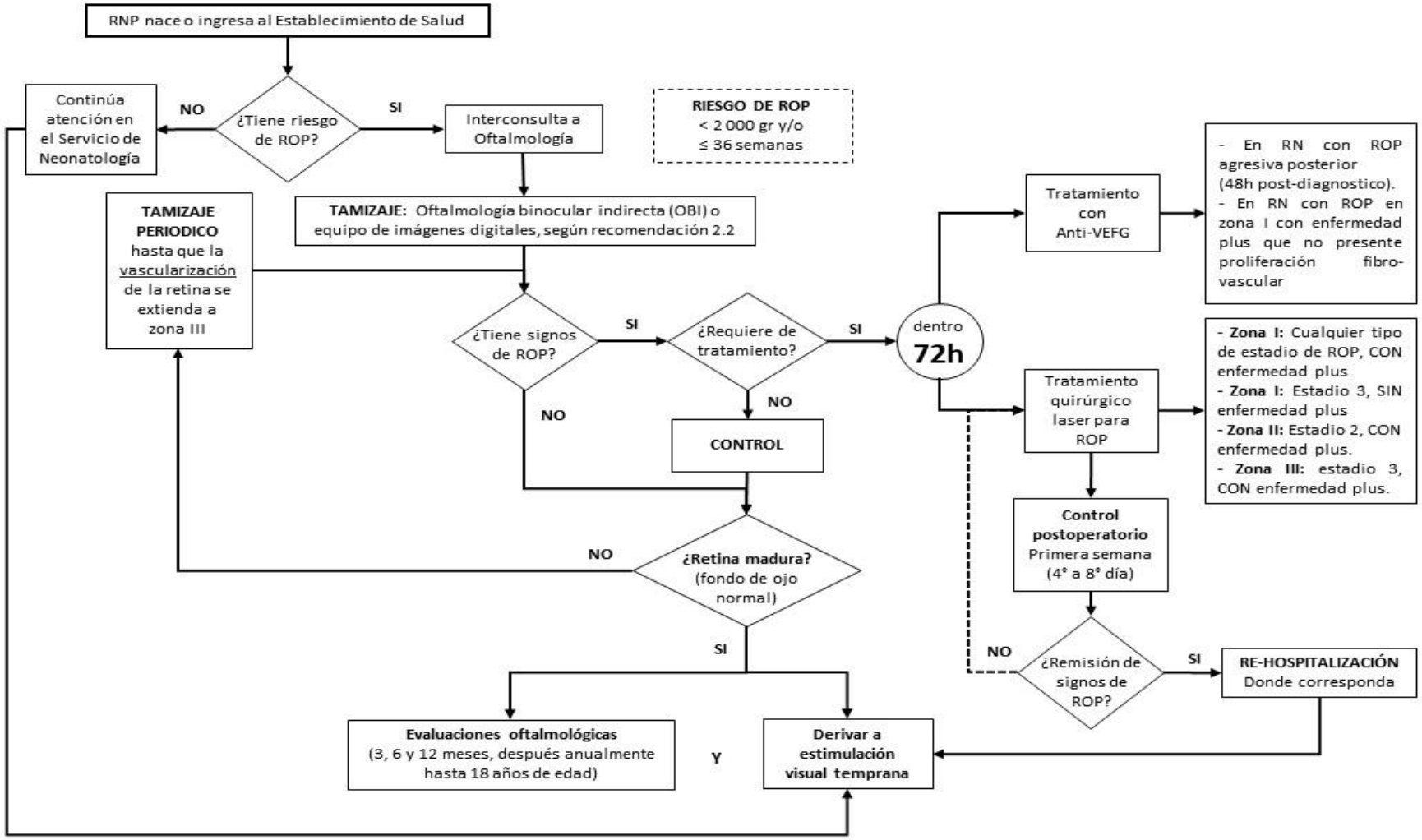a. Flujograma