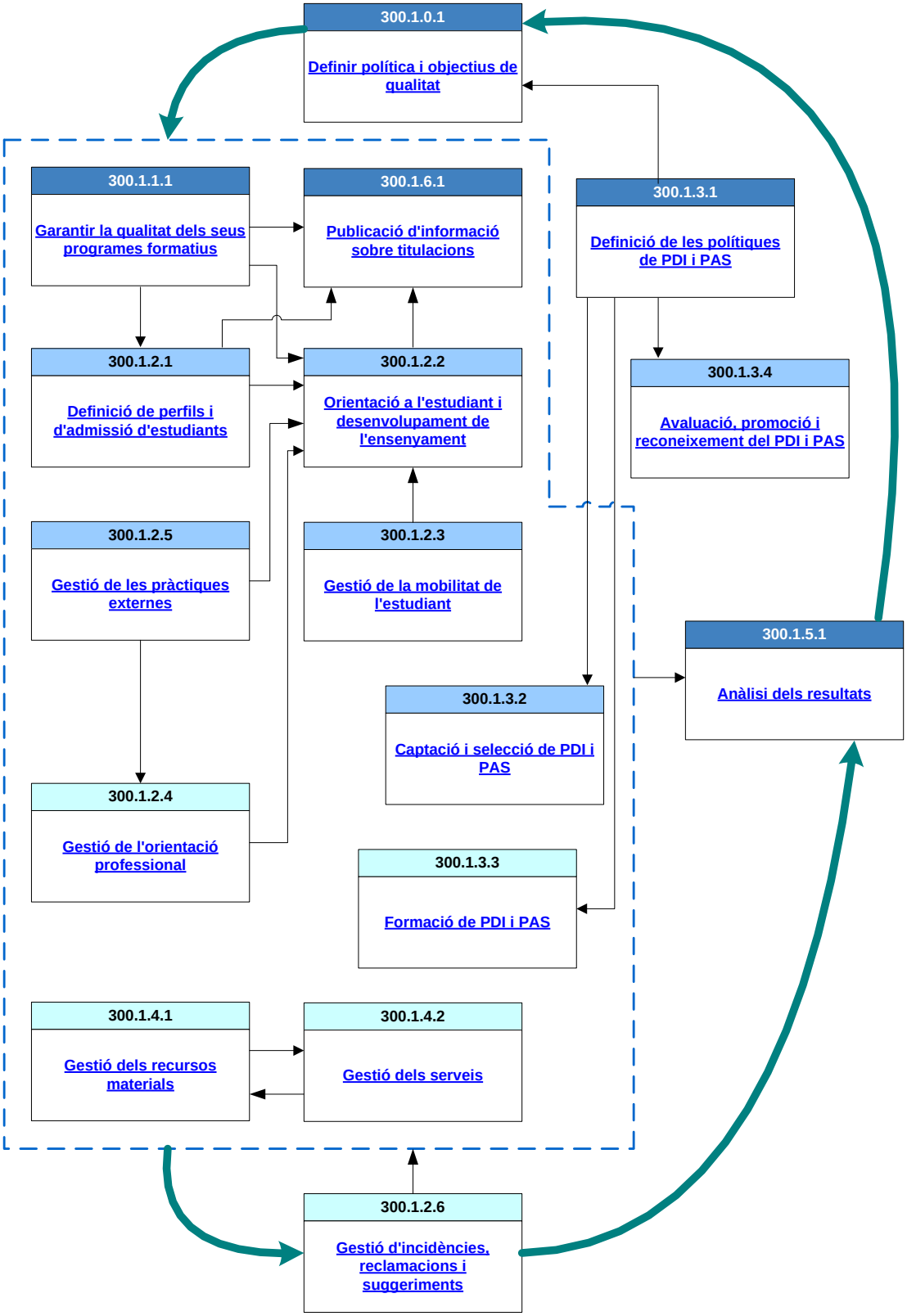MAPA DE PROCESSOS DE L'EETAC