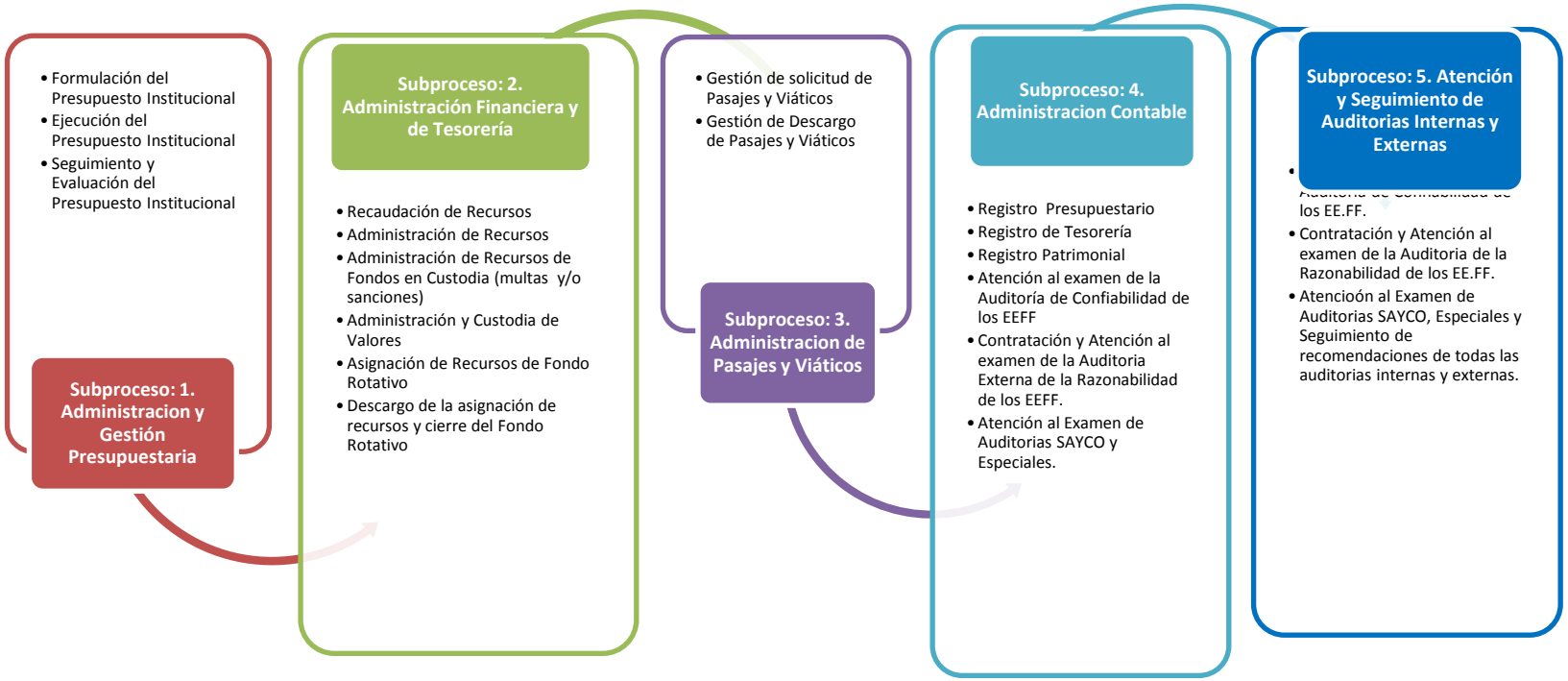PROCESOS INHERENTES A LA GESTIÓN - UFI