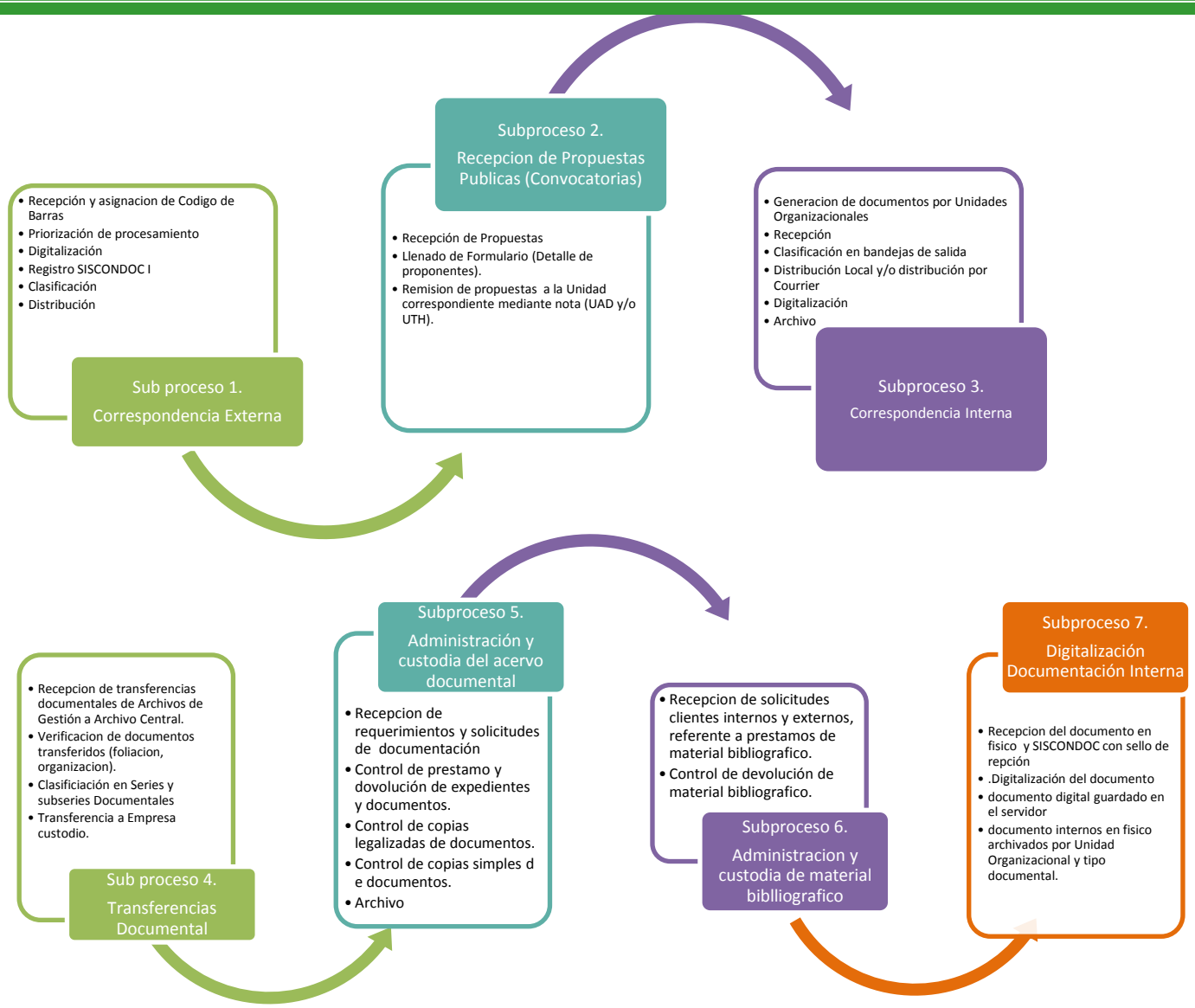PROCESOS INHERENTES A LA GESTIÓN DOCUMENTAL