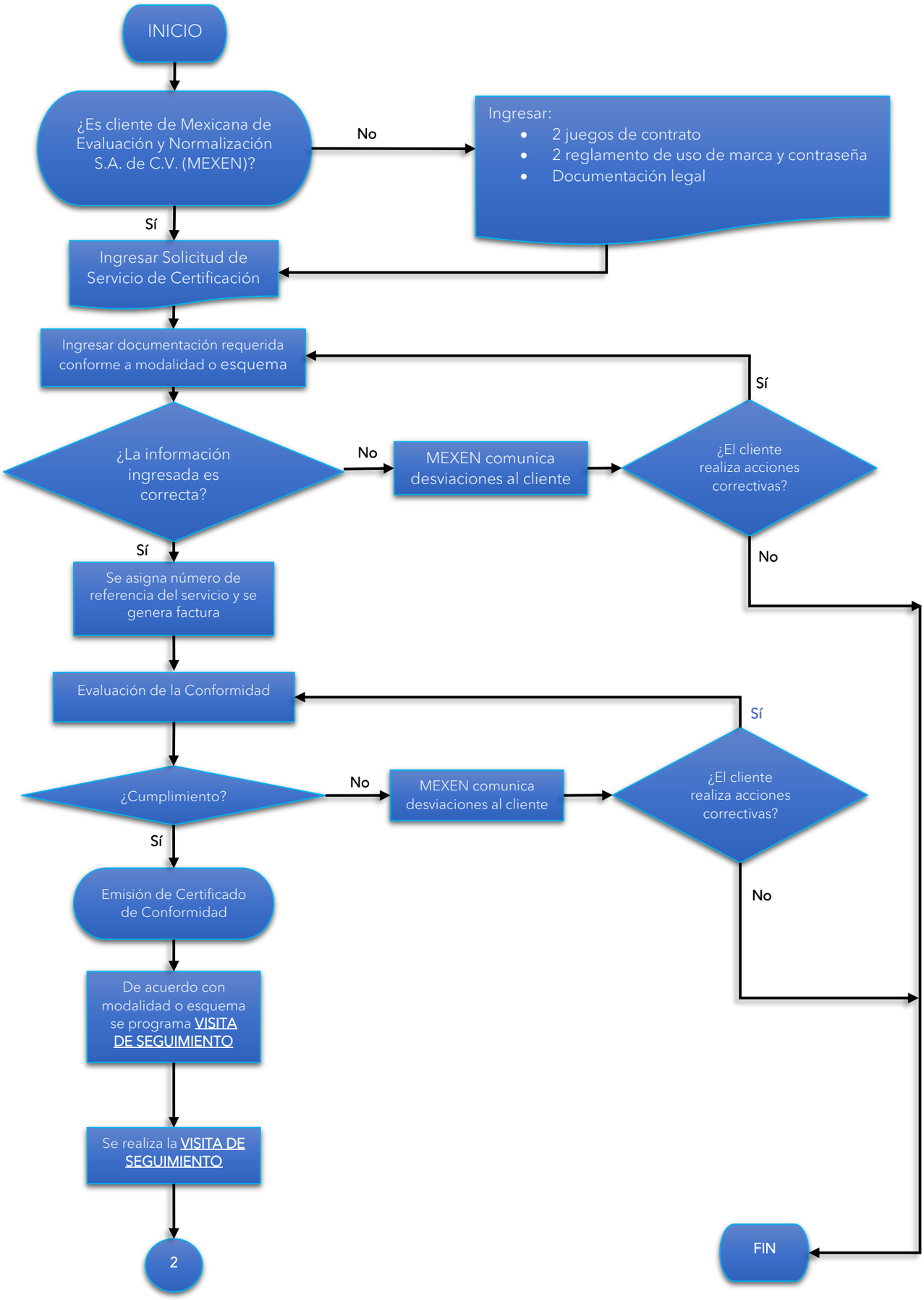PROCESO DE CERTIFICACIÓN