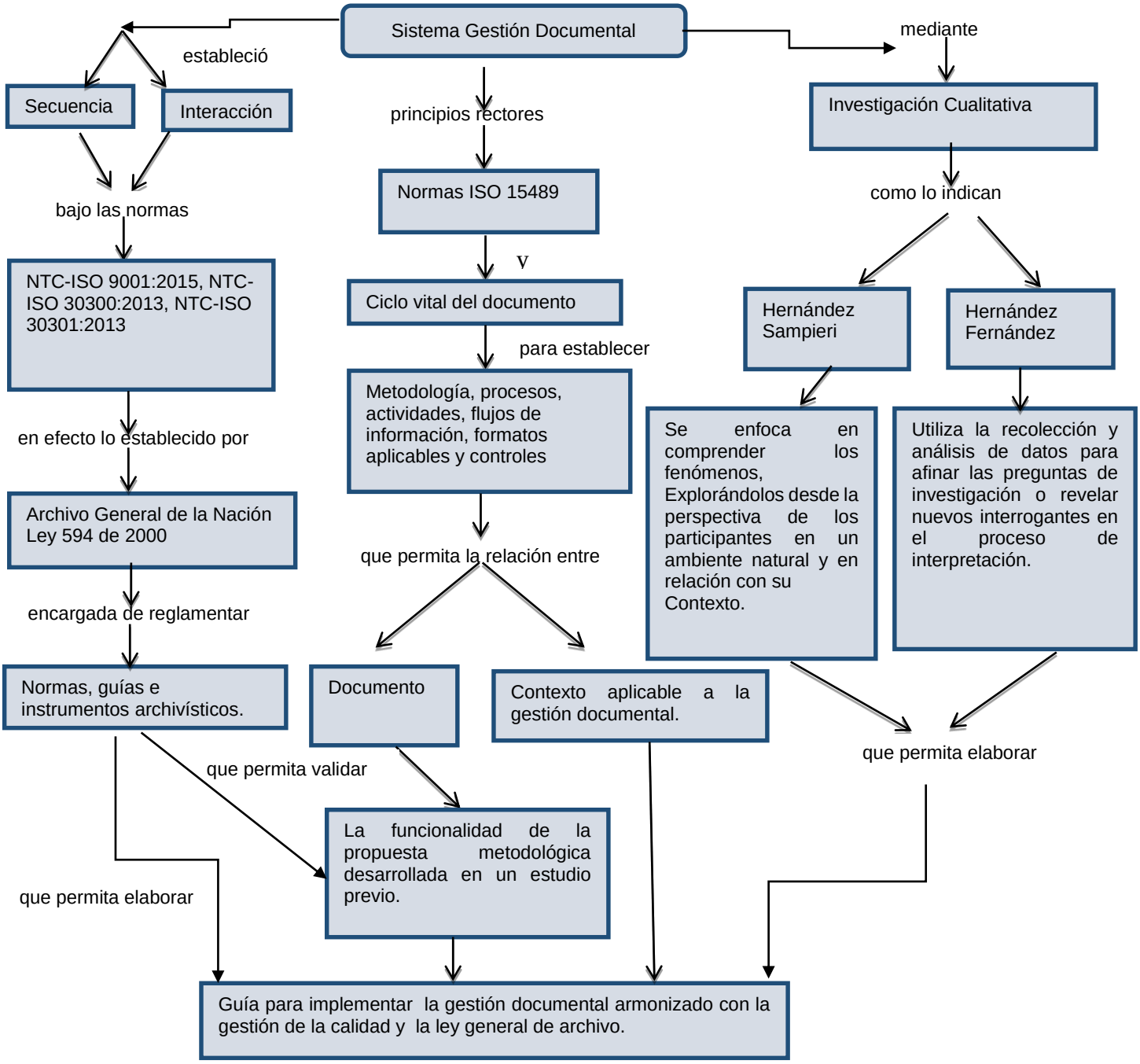# ANEXO A. MAPA CONCEPTUAL