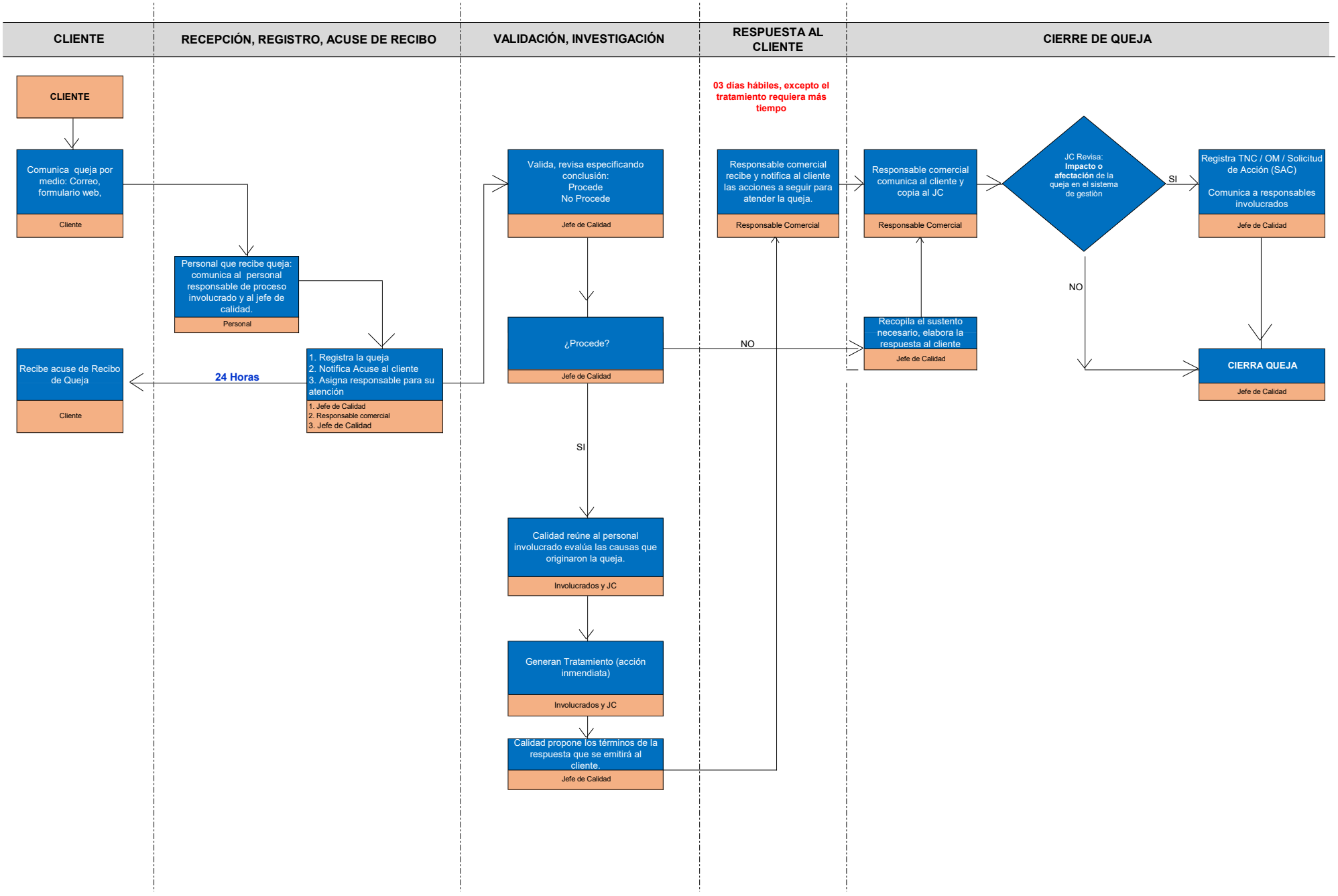DIAGRAMA DE FLUJO DE QUEJAS