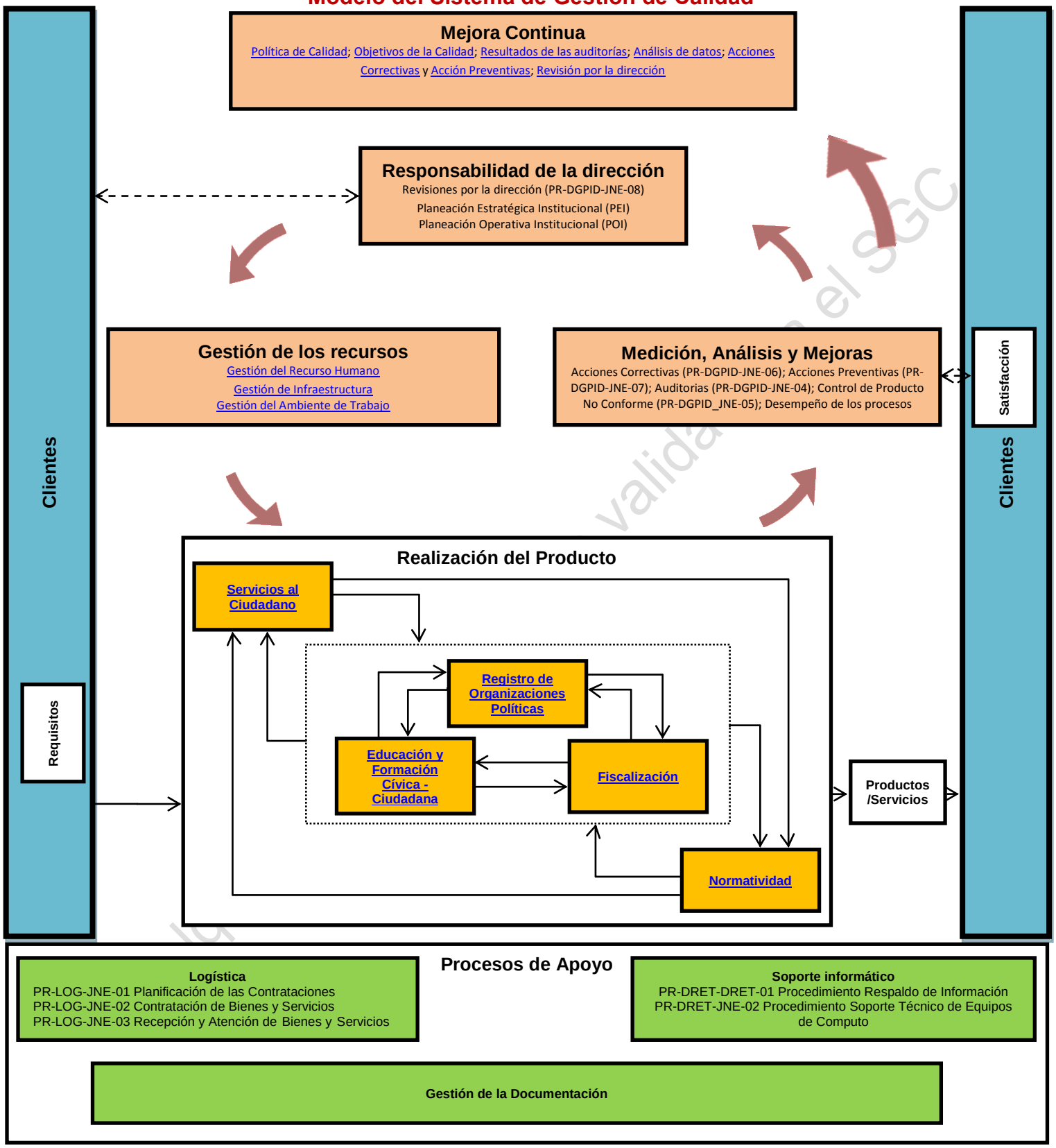"Modelo del Sistema de Gestión de Calidad"