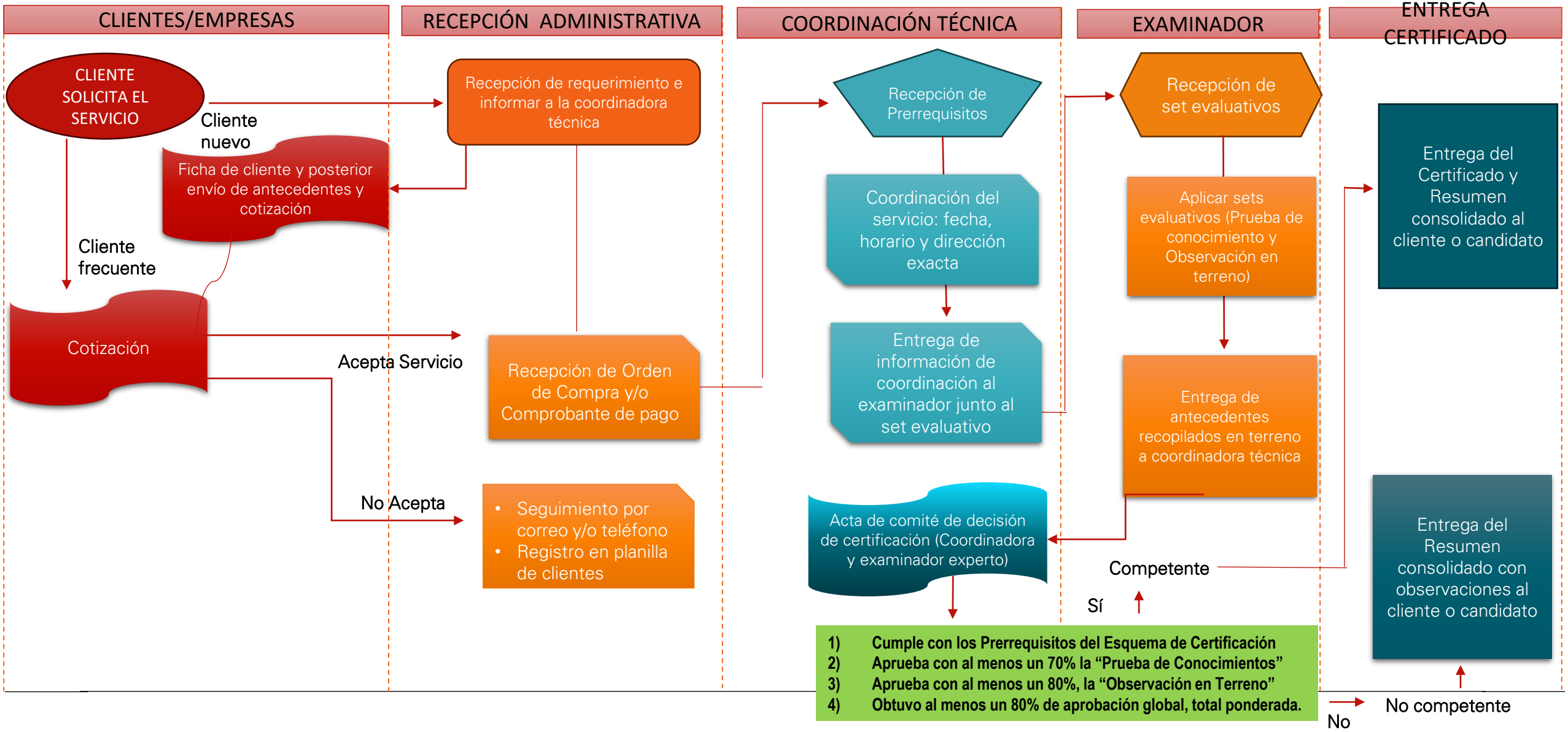FLUJOGRAMA OPERACIONAL DEL PROCESO CERTIFICACIÓN DE PERSONAS