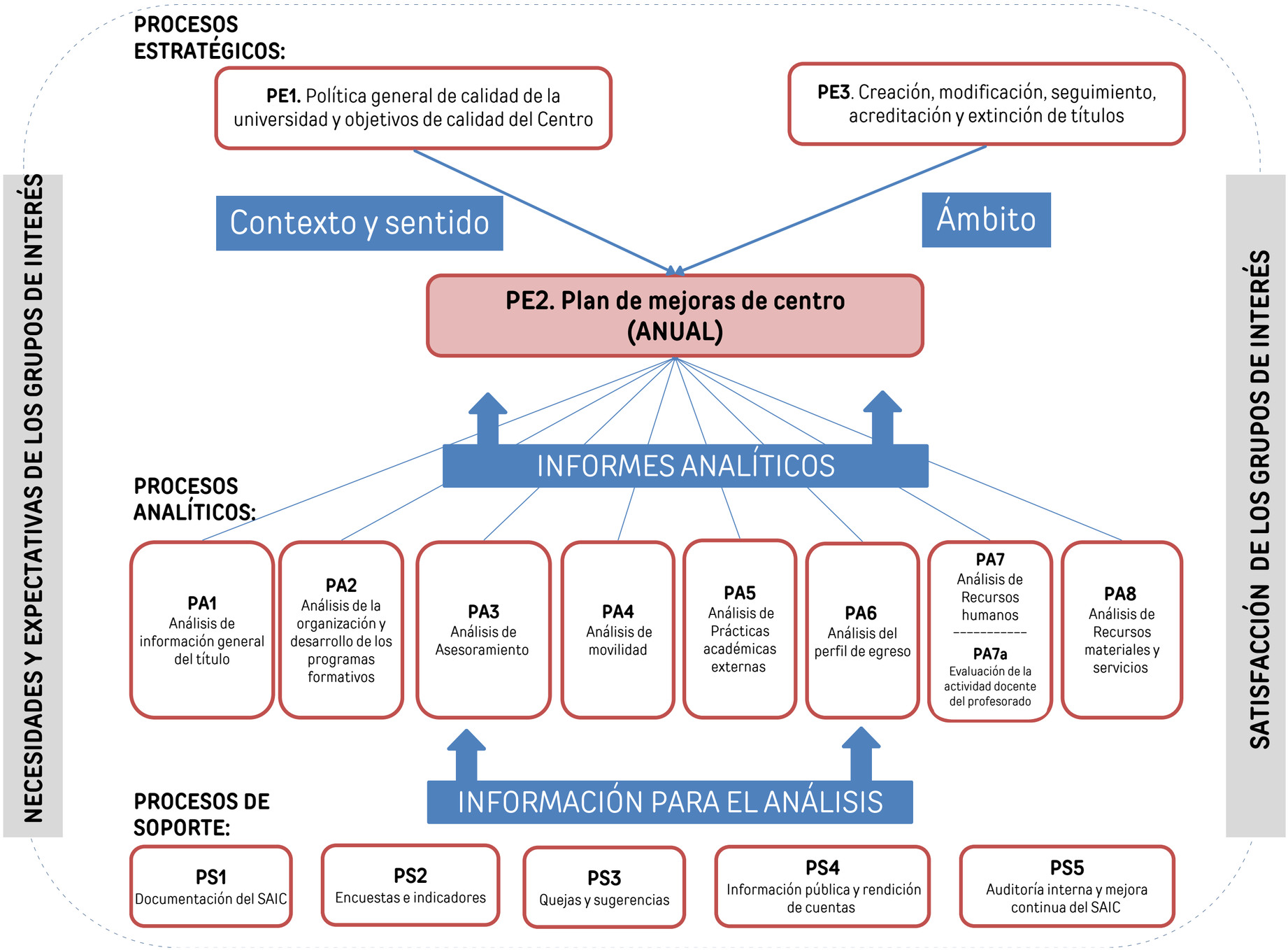MAPA DE PROCESOS UNIVERSIDAD DE NAVARRA