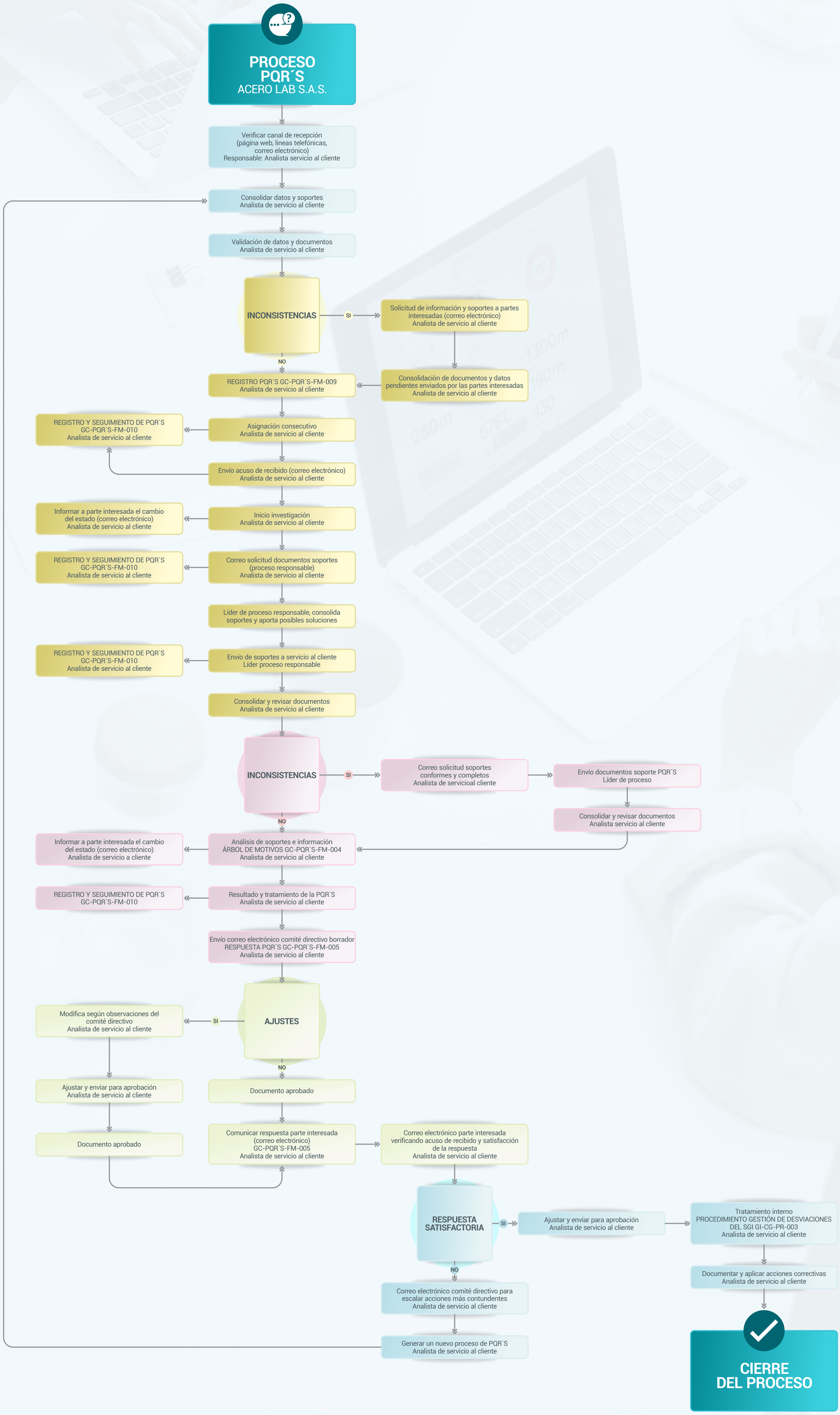DIAGRAMA PROCESO PQRS - GC-PQR´S-FM-005