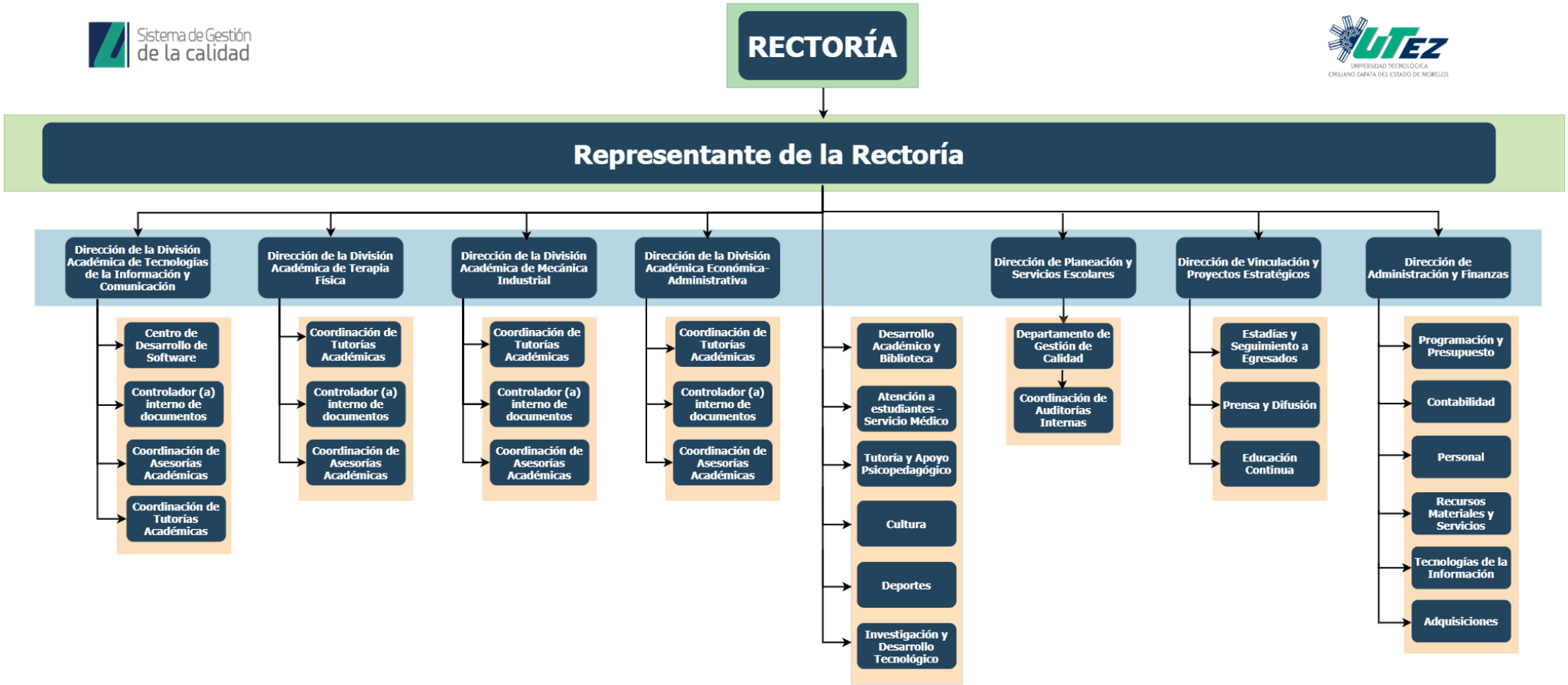Estructura de apoyo al Sistema de Gestión de la Calidad