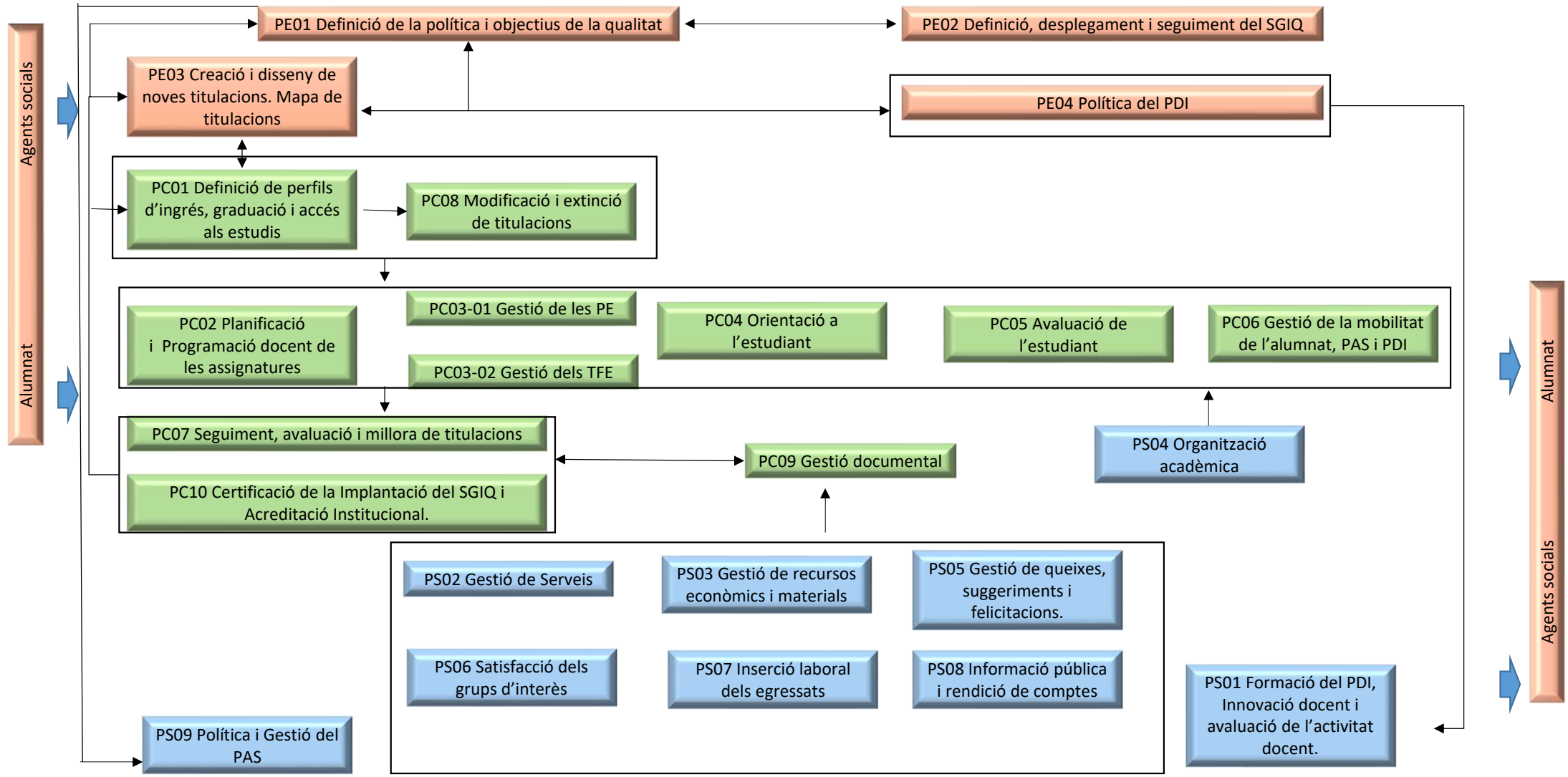MAPA DE PROCESSOS DEL SGIQ DE LA FACULTAT DE BIOCIÈNCIES