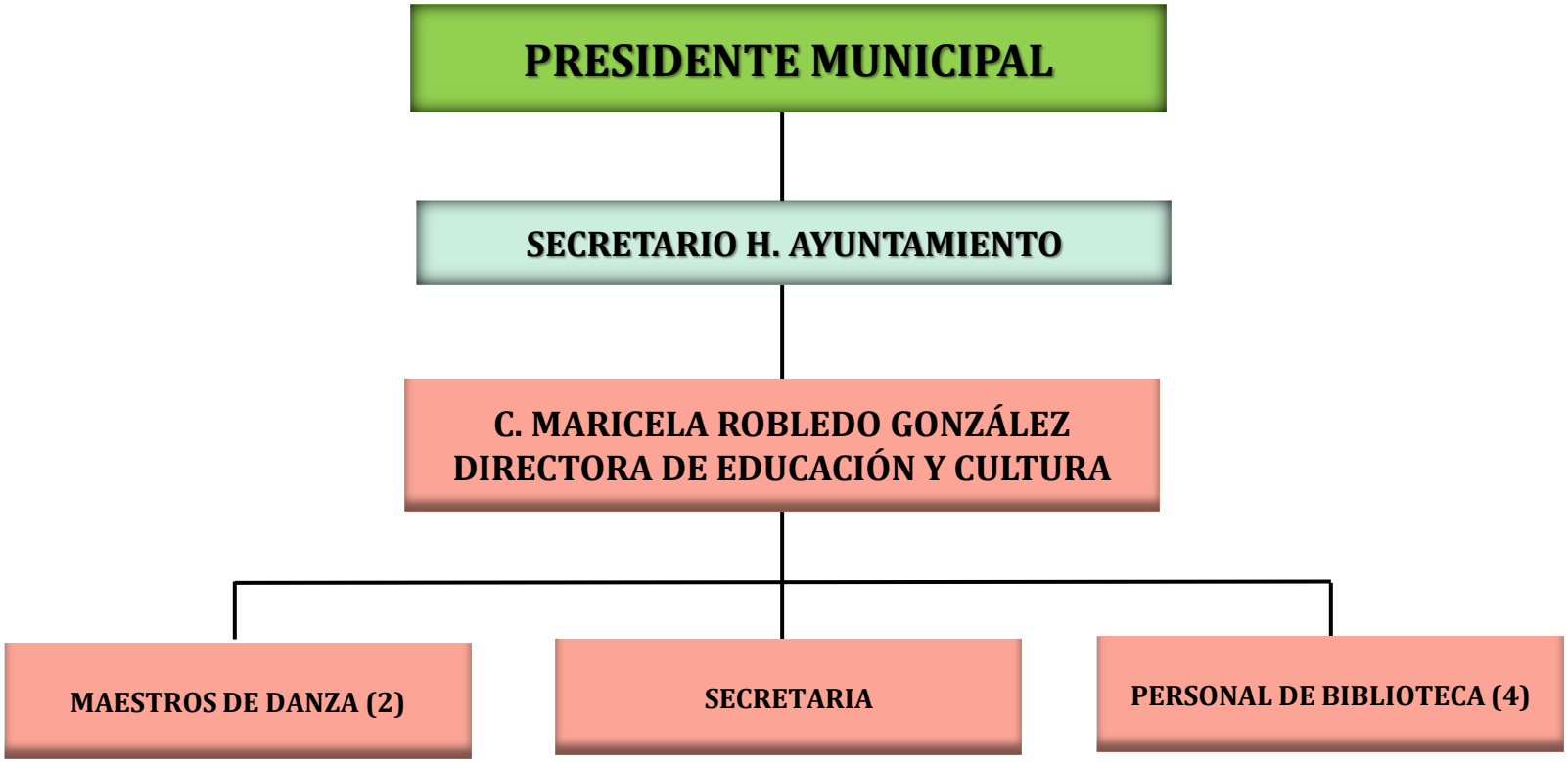ESTRUCTURA ORGANIZACIONAL OPERATIVA