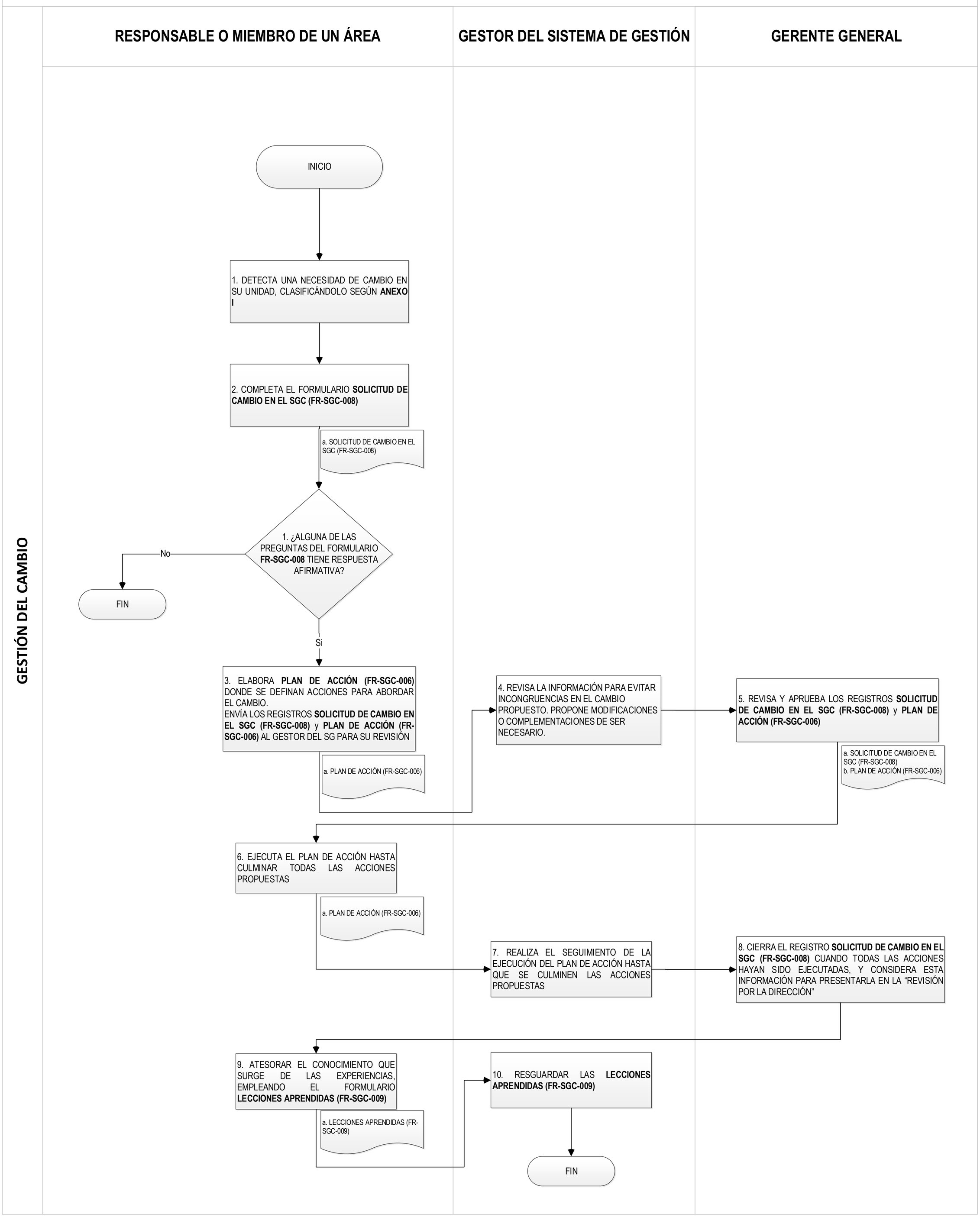PROCEDIMIENTO DE GESTIÓN DEL CAMBIO