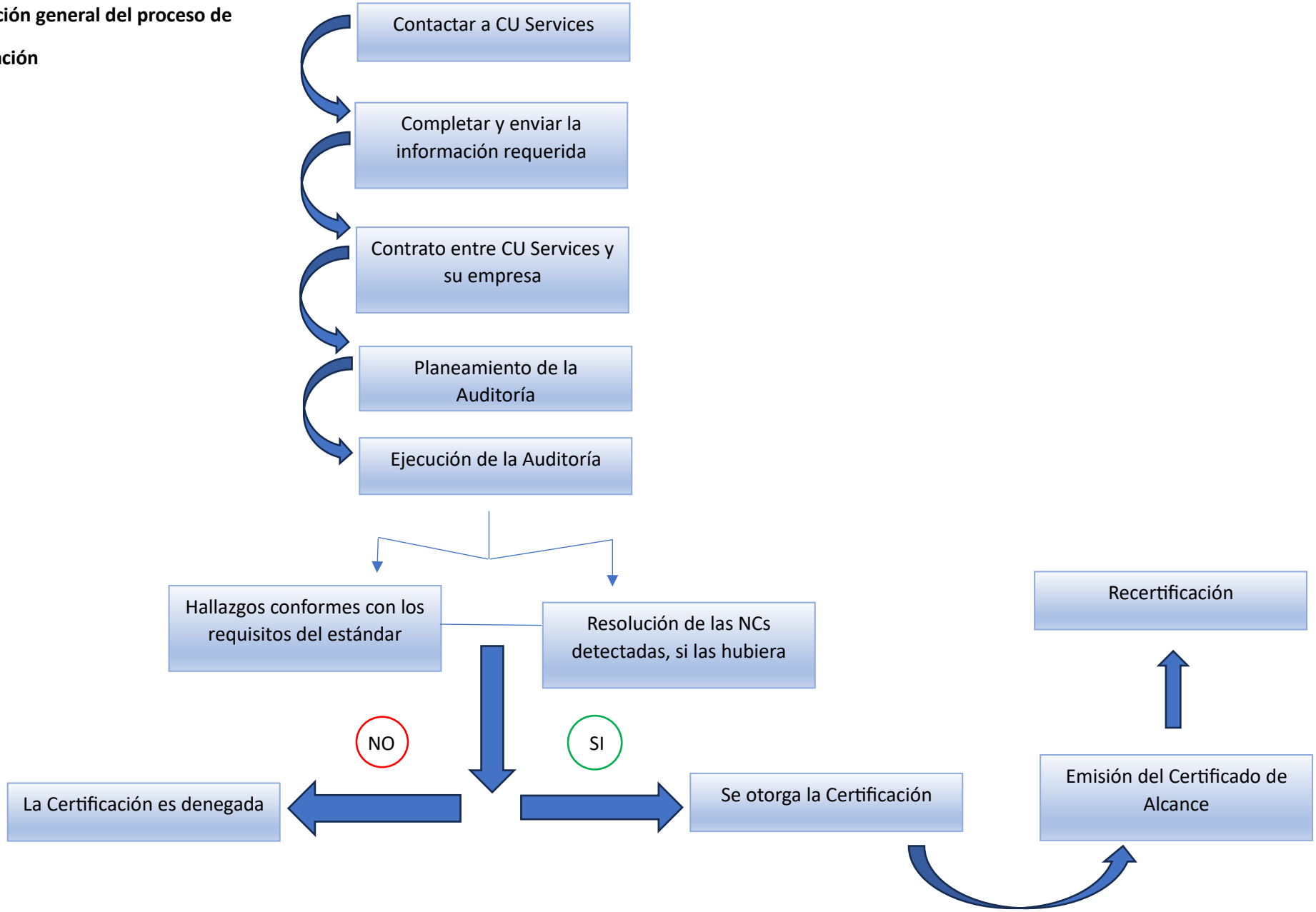Descripción general del proceso de Certificación