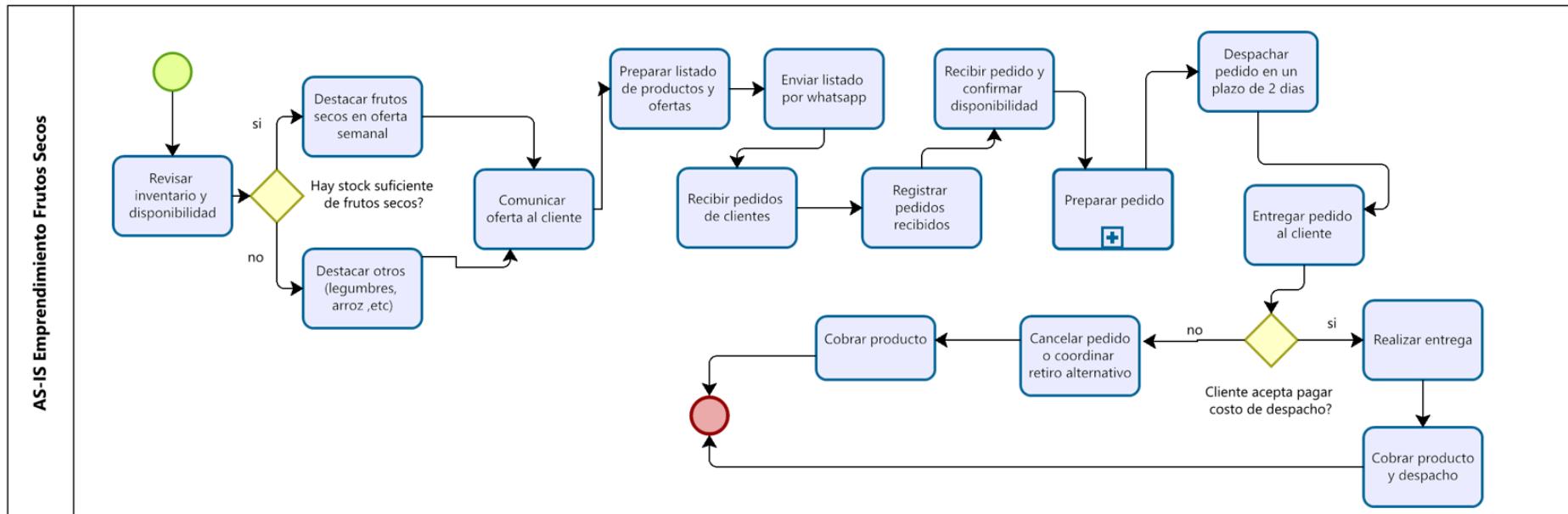
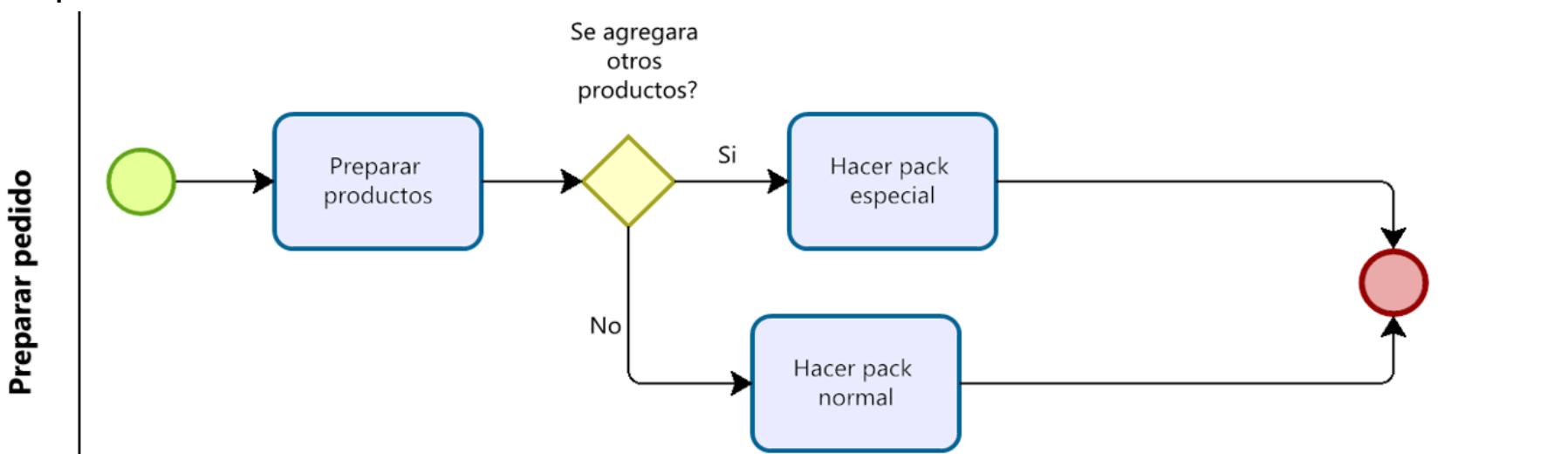


AS/IS

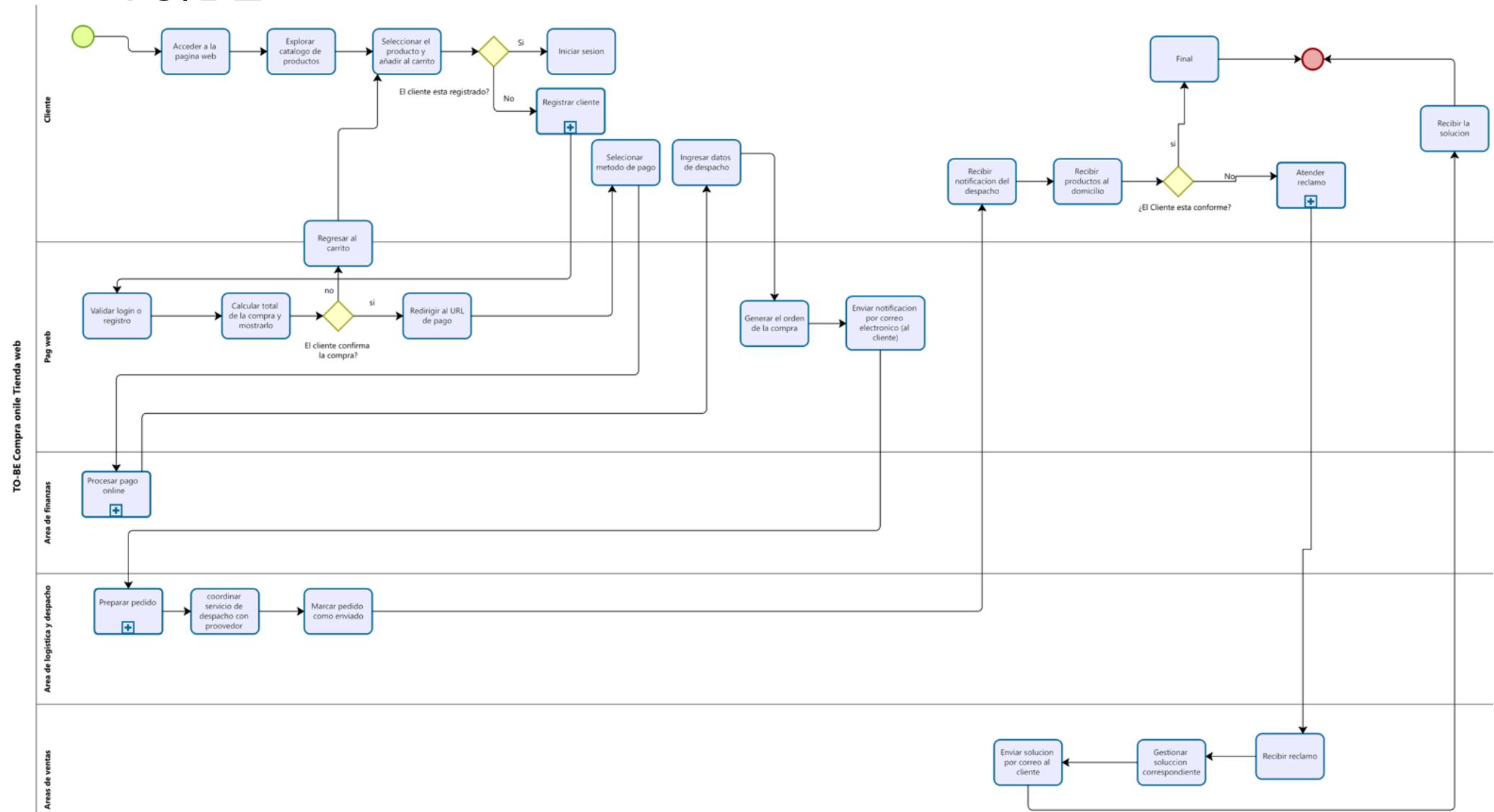


SubProceso As-Is

“Preparación del Pedido”

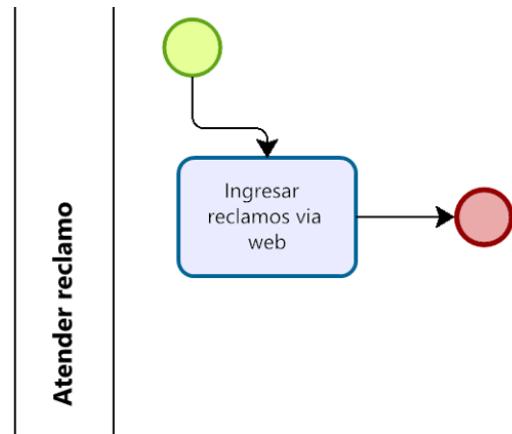


TO/BE

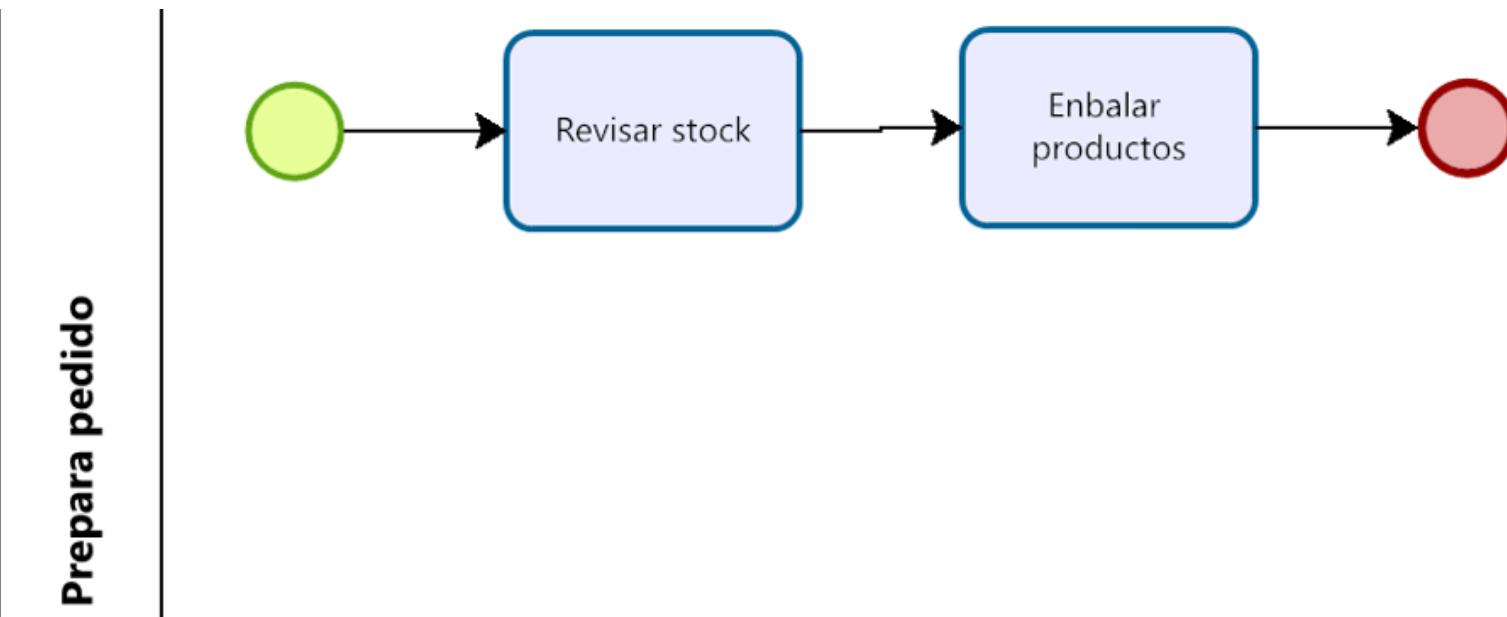


Subproceso To-Be

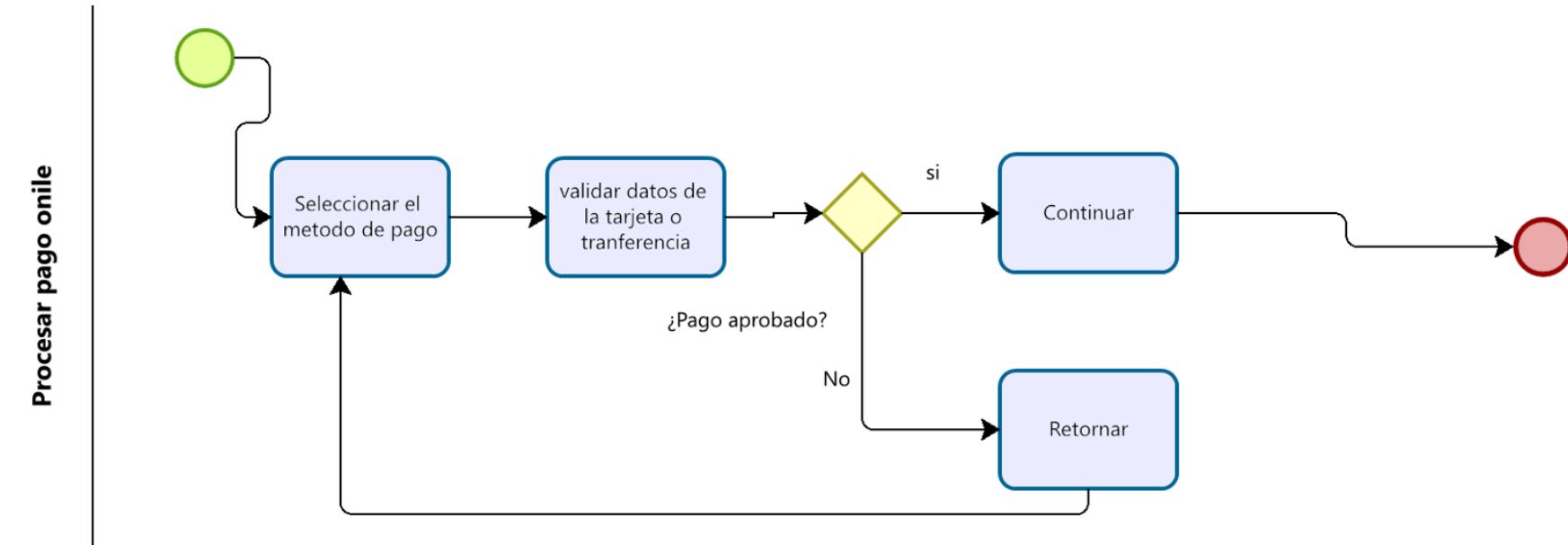
“atención reclamos”



“preparar pedido”



“proceso pago”



“Registro cliente”

