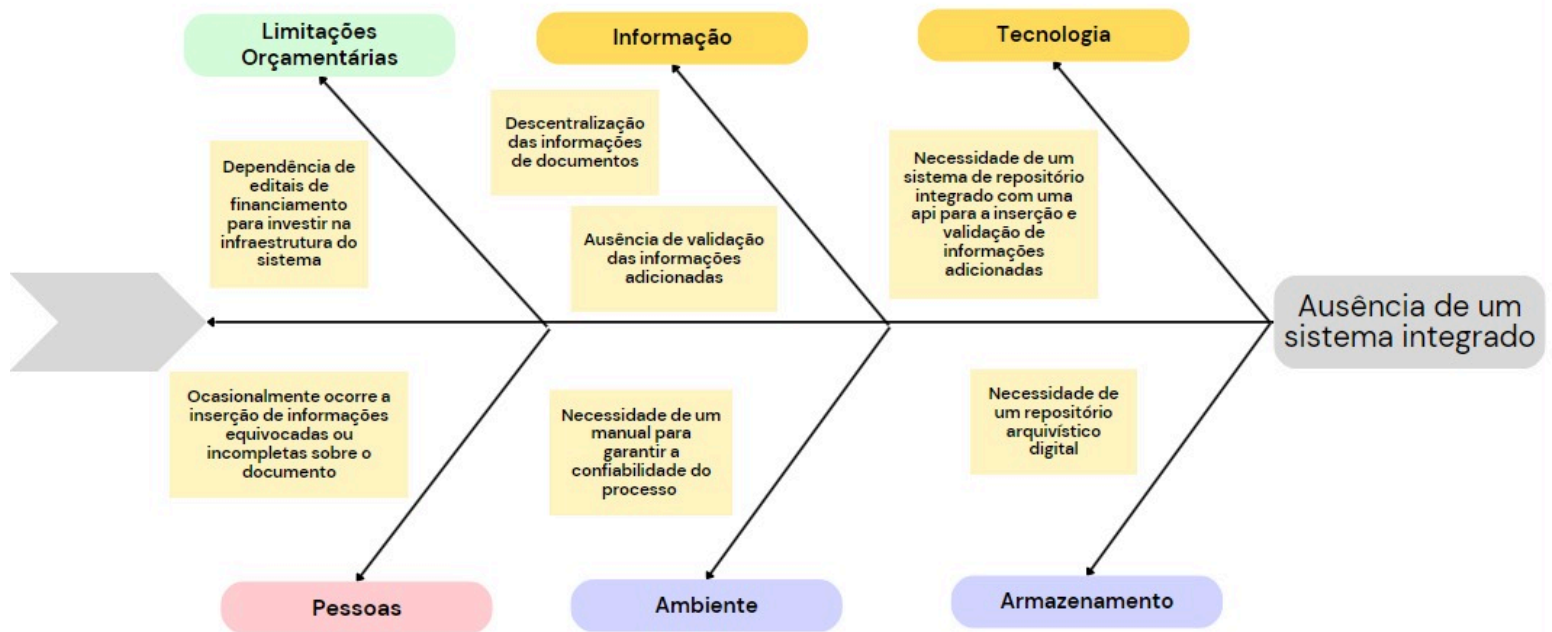
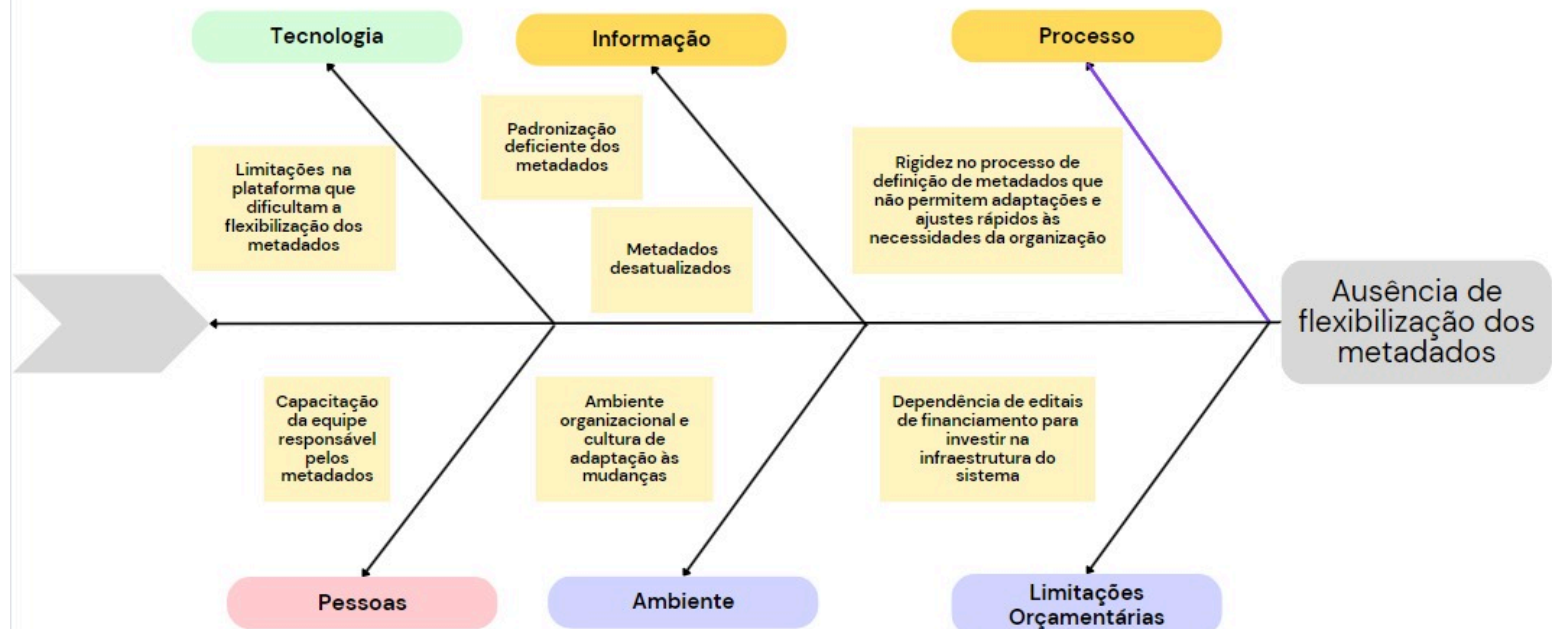


Diagrama de Ishikawa

1)



2)



3)

