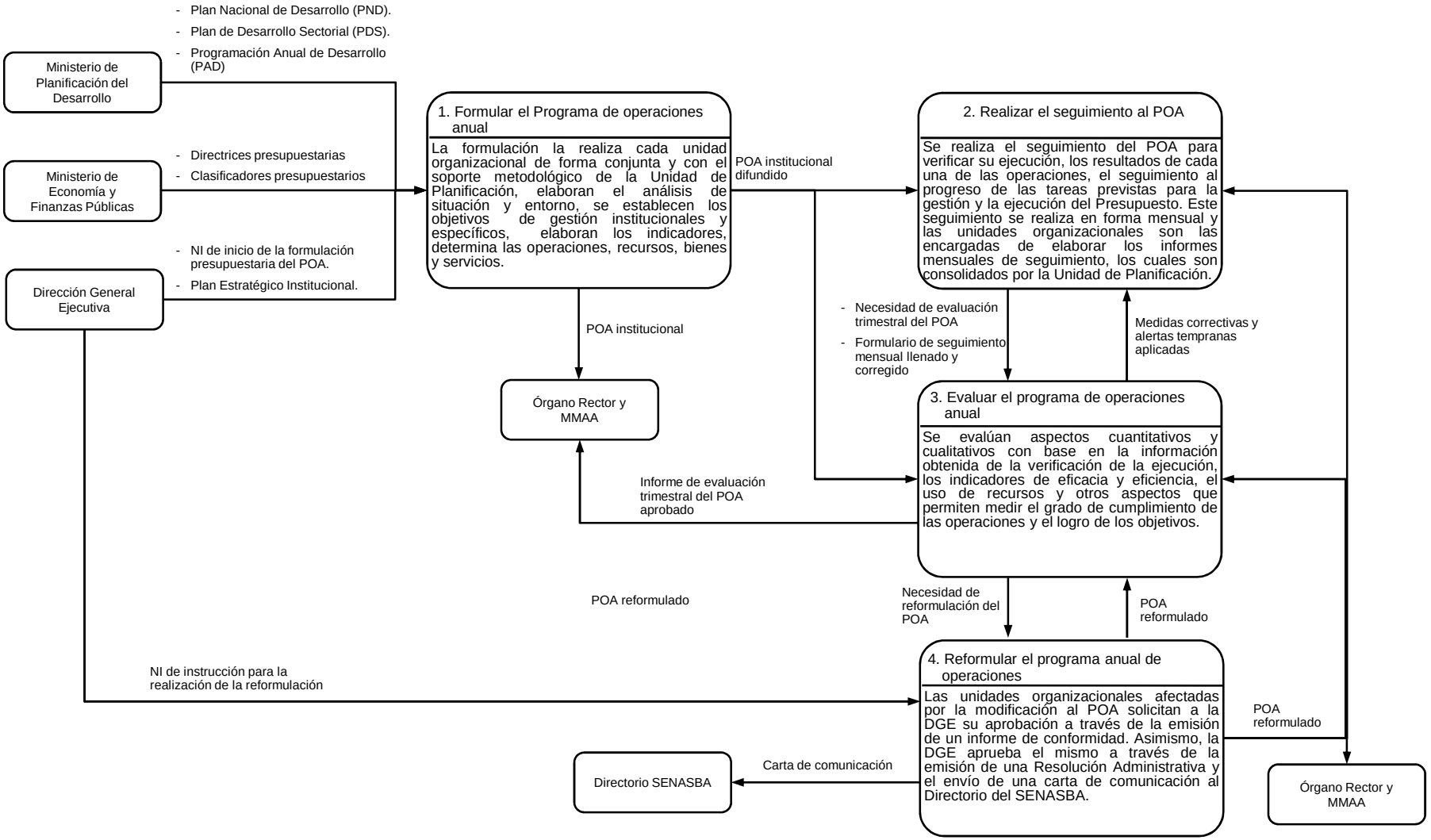PROCESO: SISTEMA DE PROGRAMACIÓN DE OPERACIONES