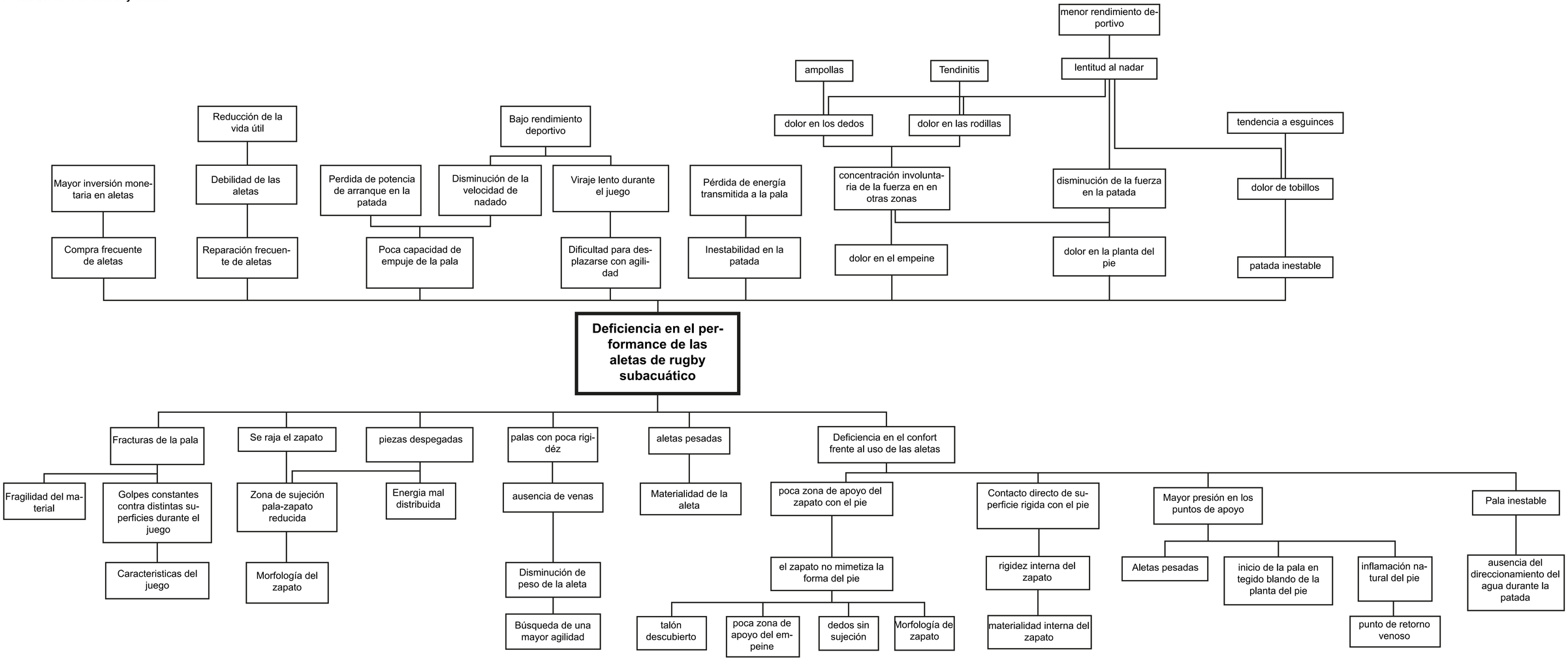Anexo B. Árbol de causas y efectos