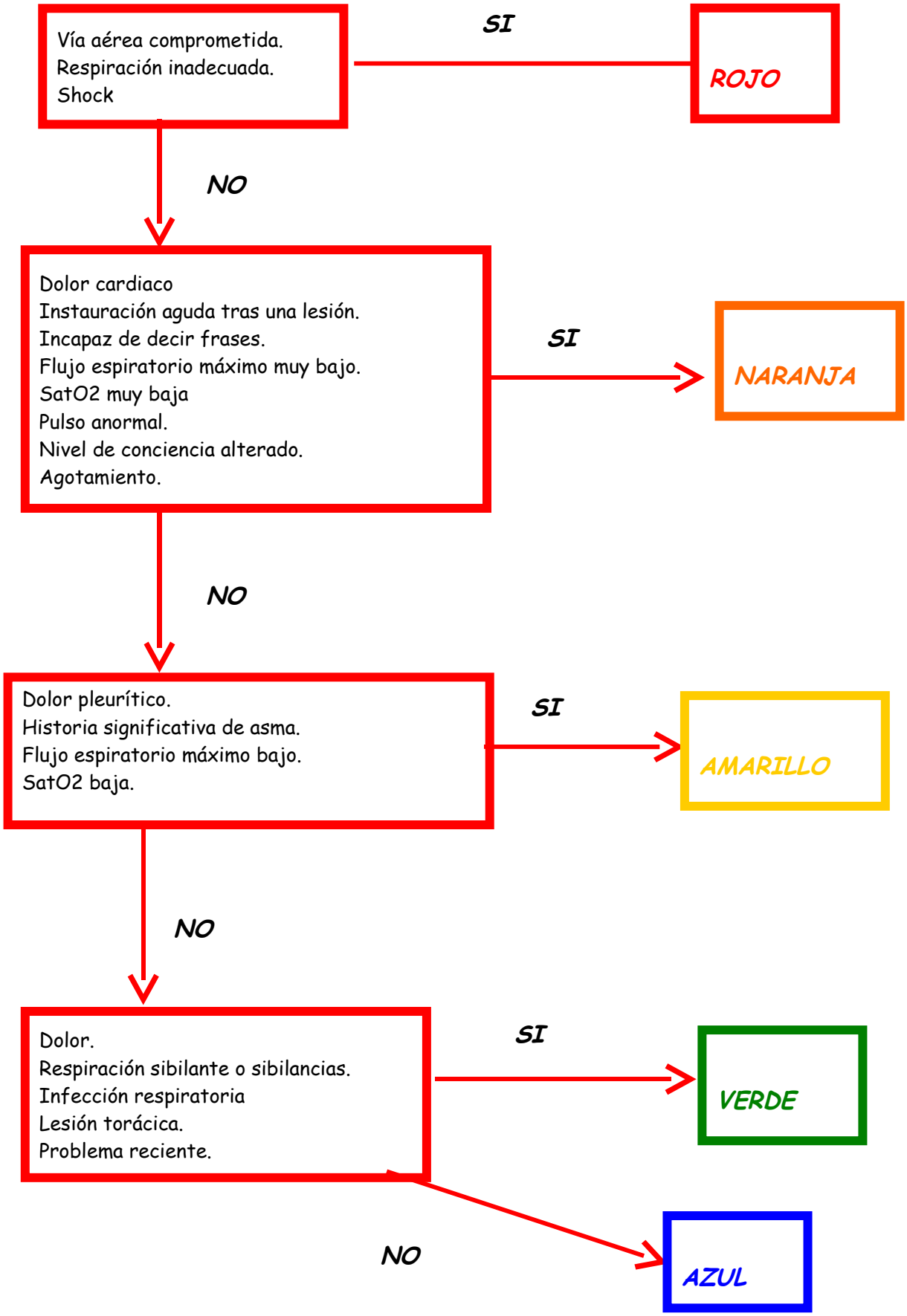ANEXO 1. Definición del proceso o problema por el STM