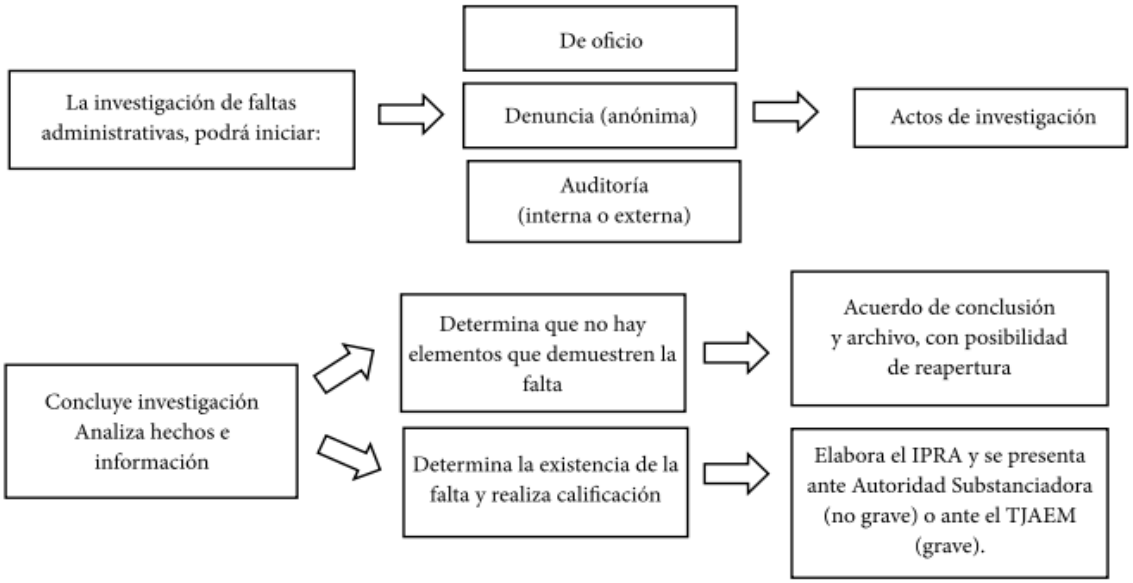4.14 DIAGRAMA DE LA ETAPA DE INVESTIGACIÓN