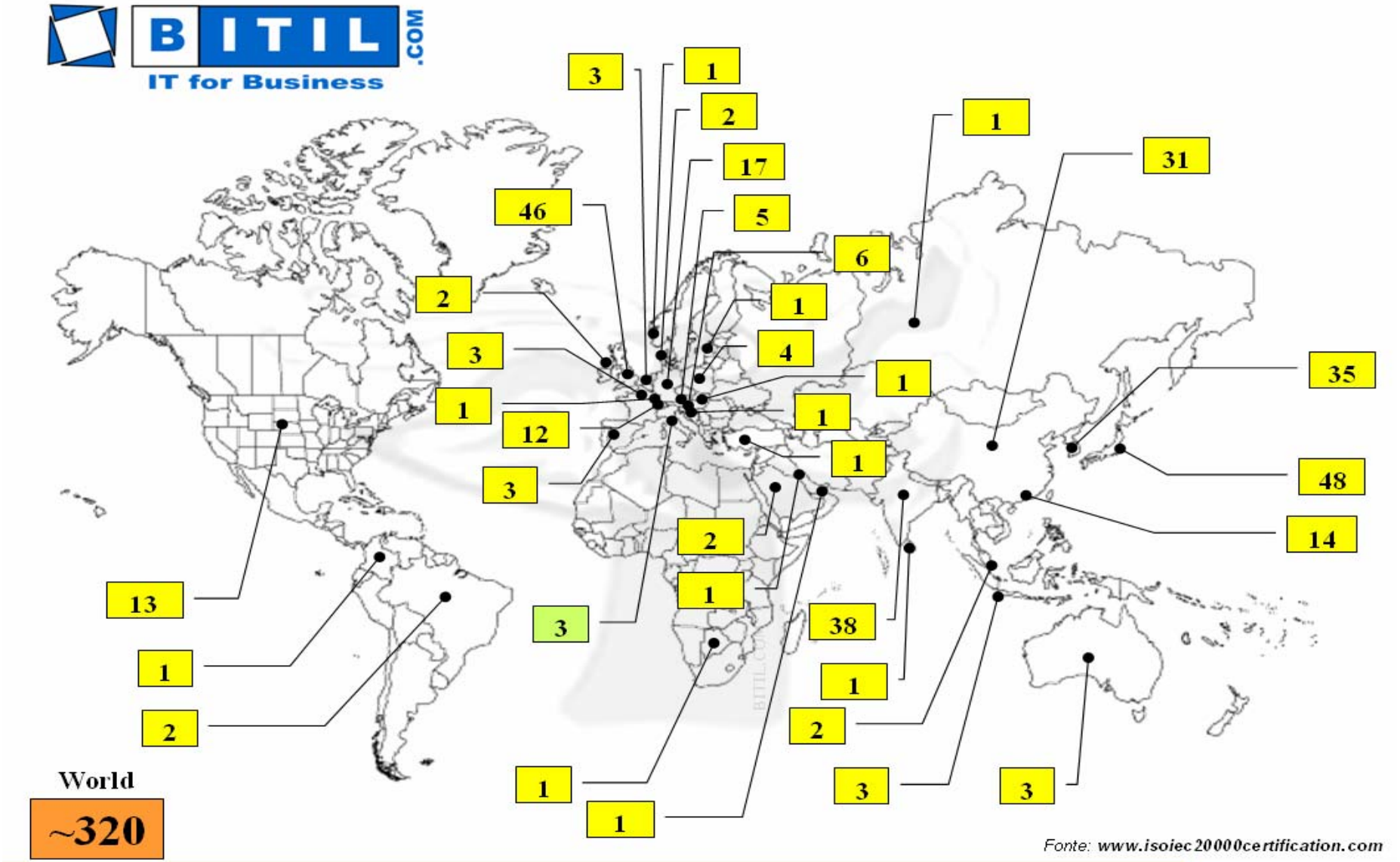

Fonte: www.isoiec20000certification.com