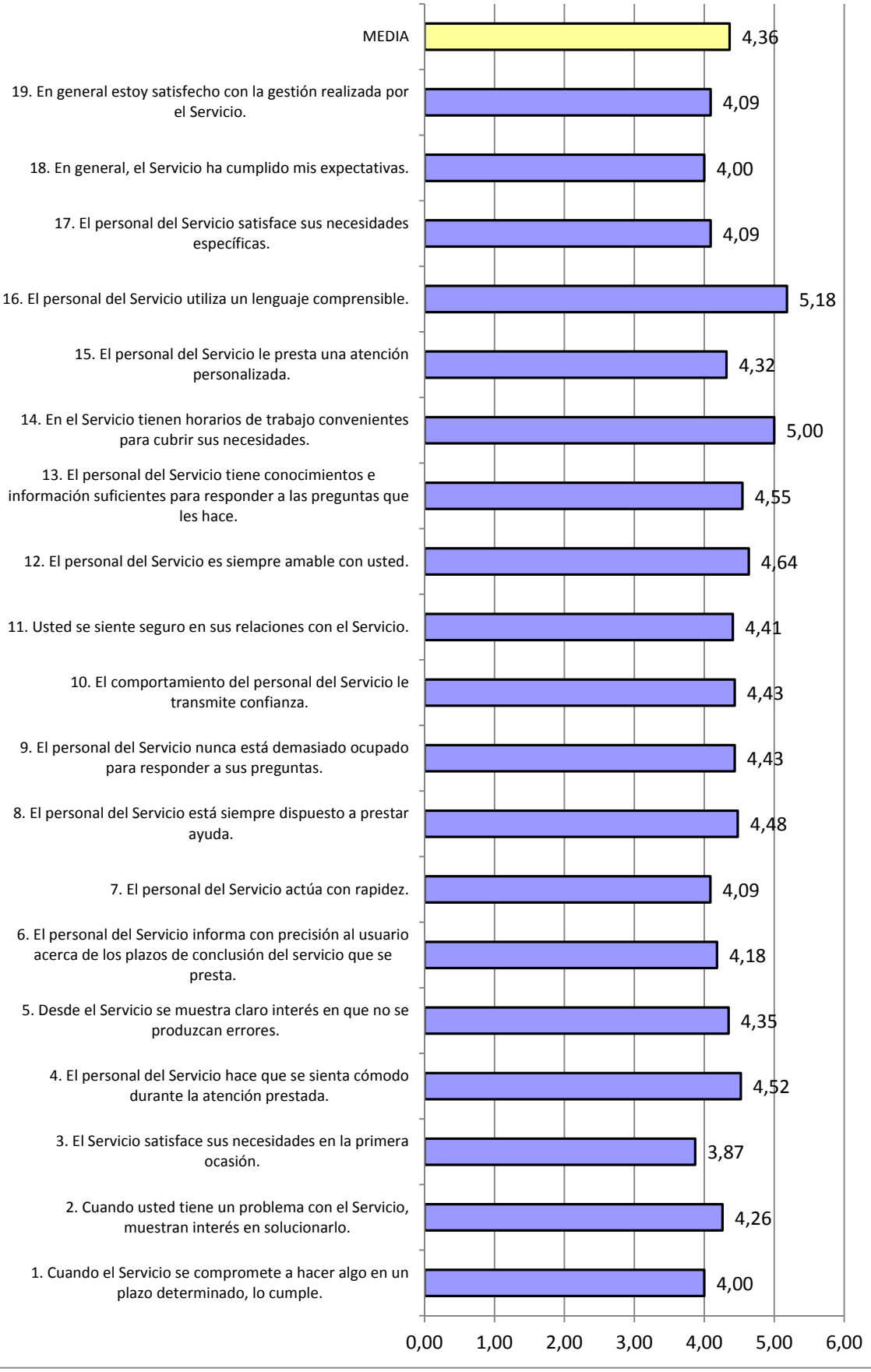ENCUESTA CALIDAD CIC 2013