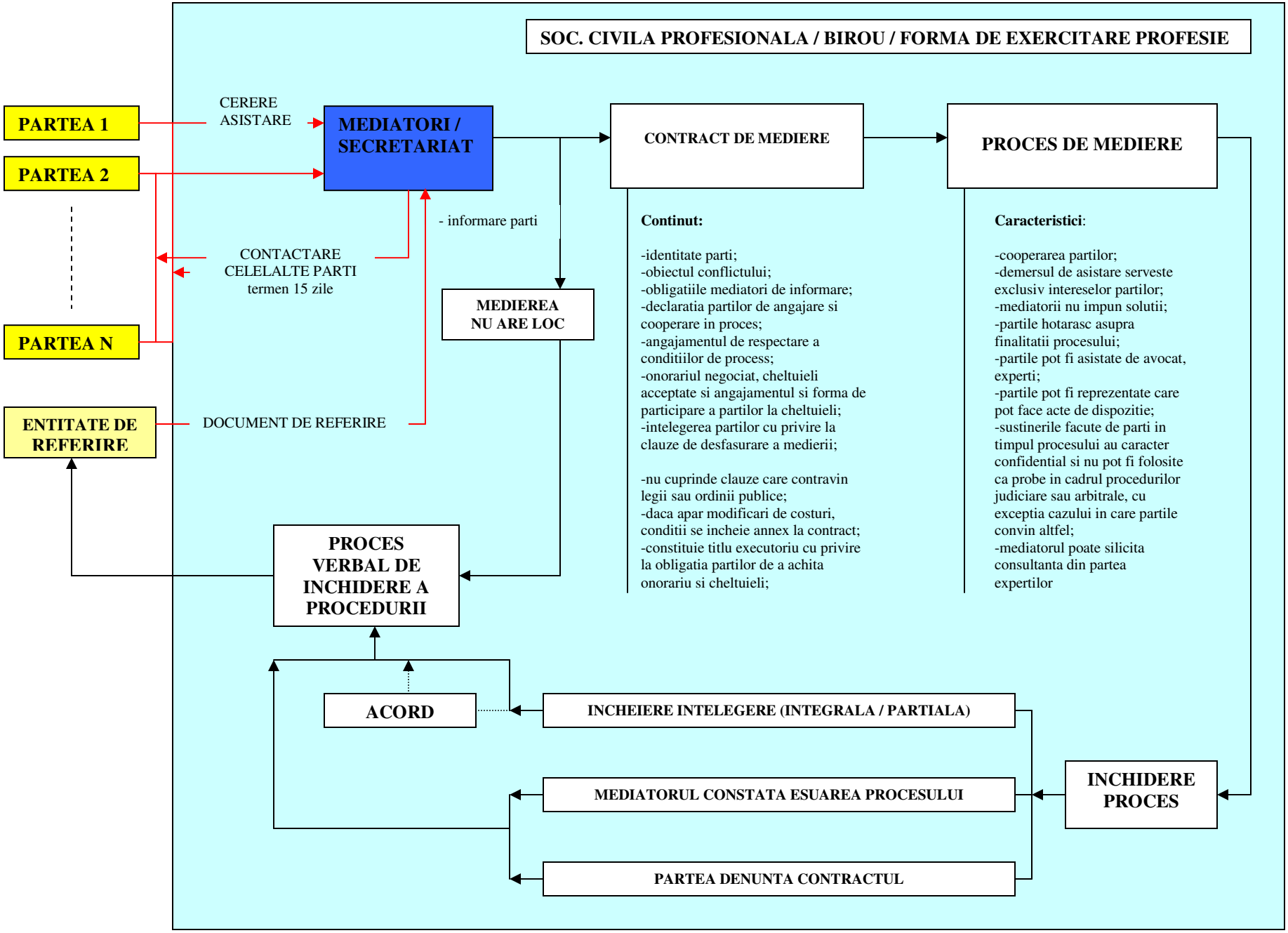10. PROCEDURA DE MEDIERE