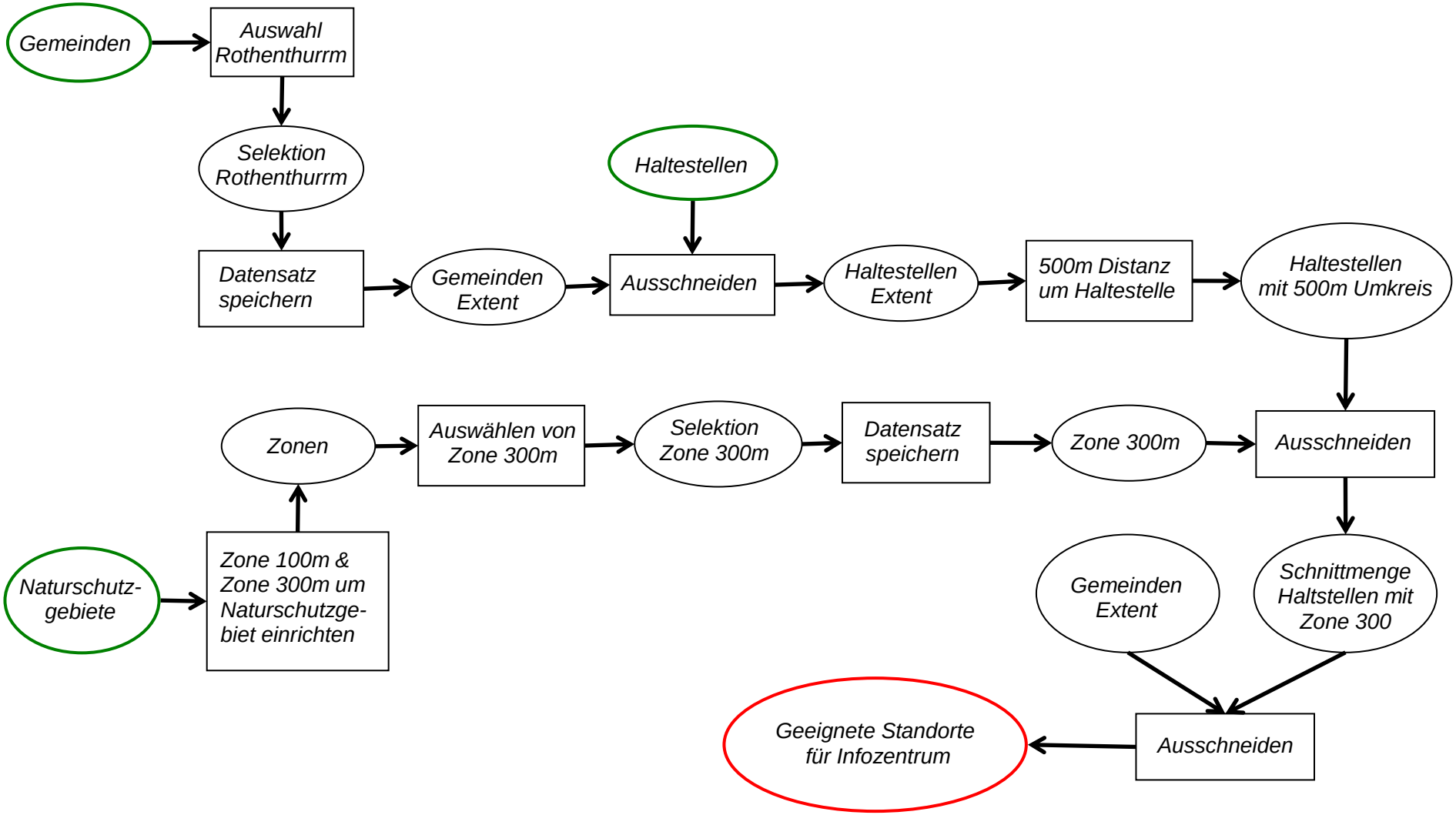Prozessmodell: Lösung