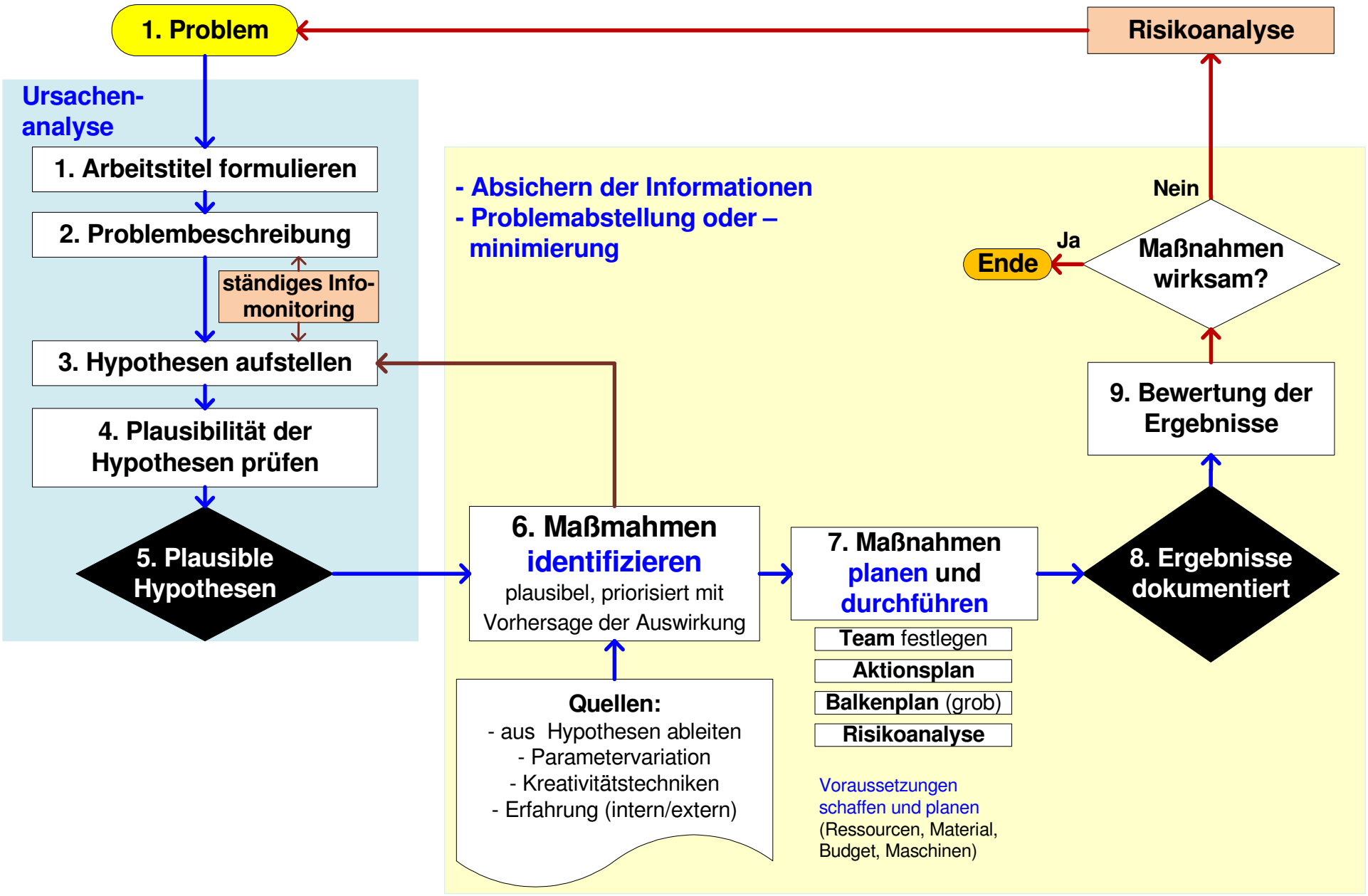Problemlösungsprozess