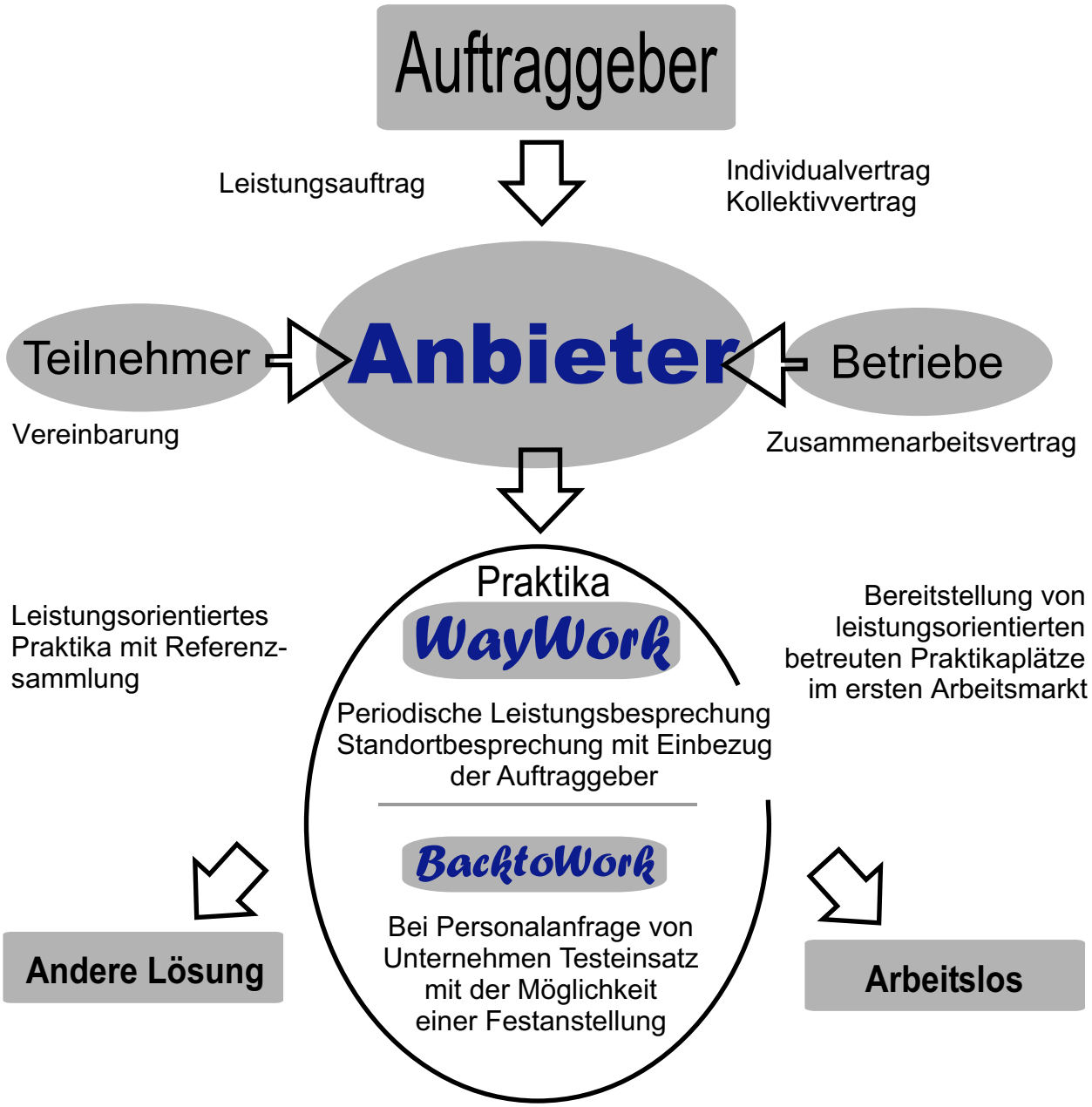Organisationsablauf