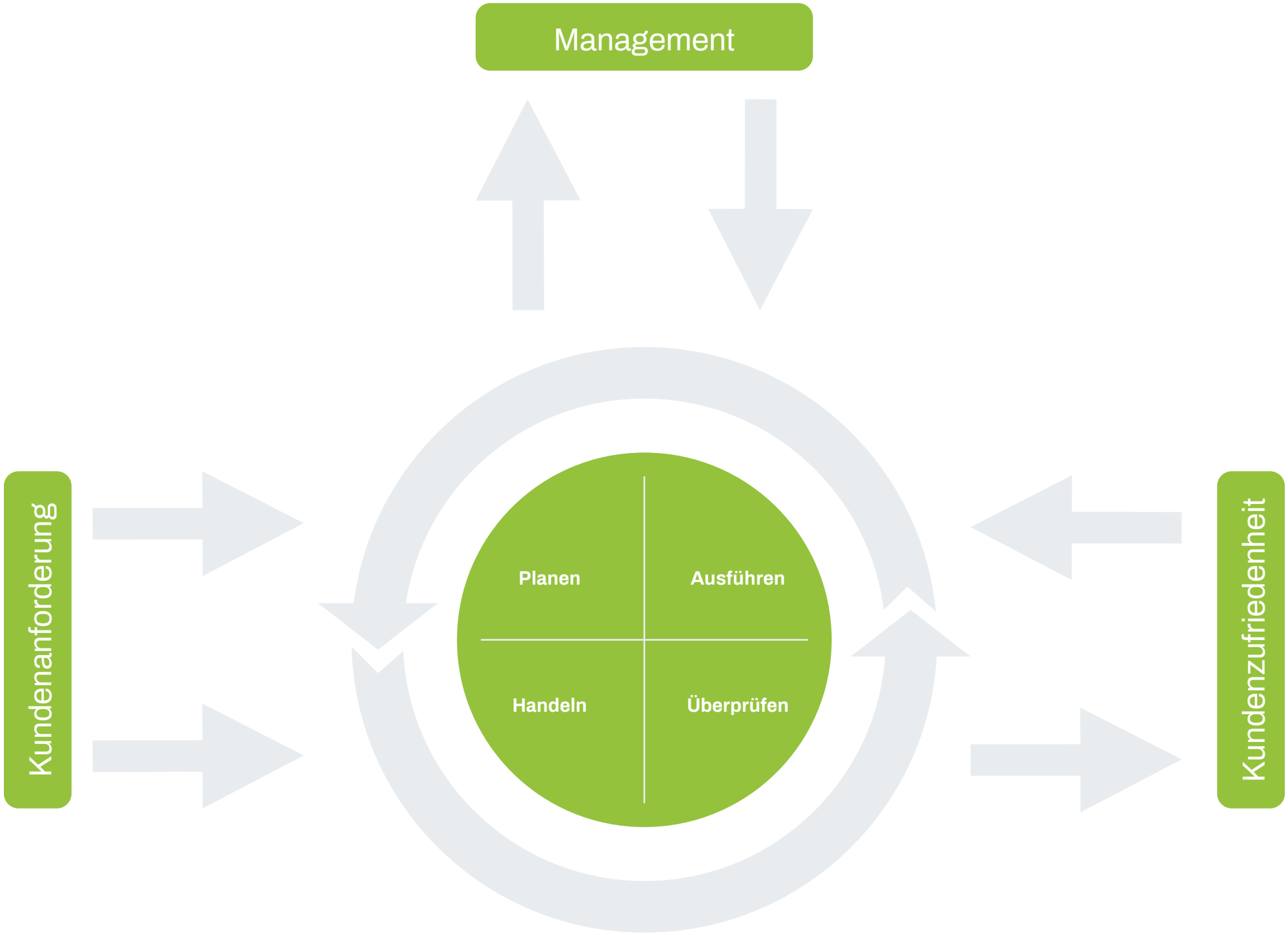
Management
Kundenanforderung
Planen
Ausführen
Handeln
Überprüfen
Kundenzufriedenheit