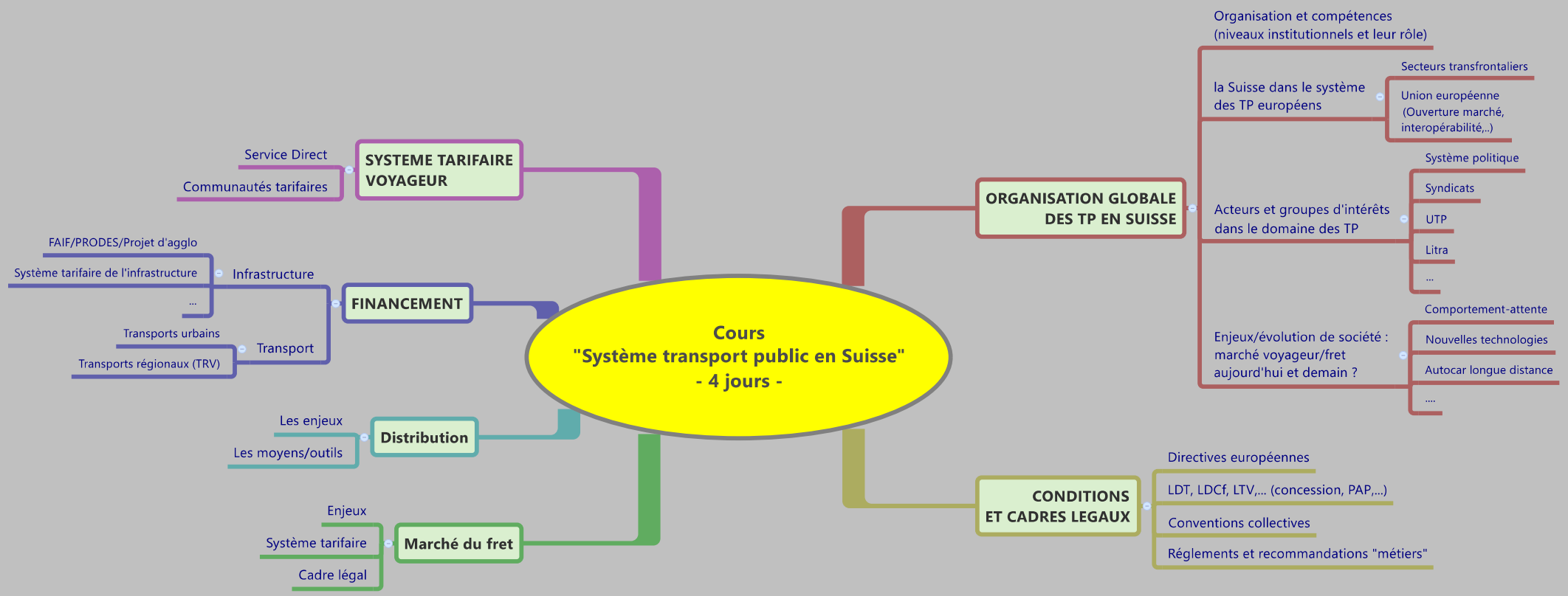Thème : Maitriser les processus