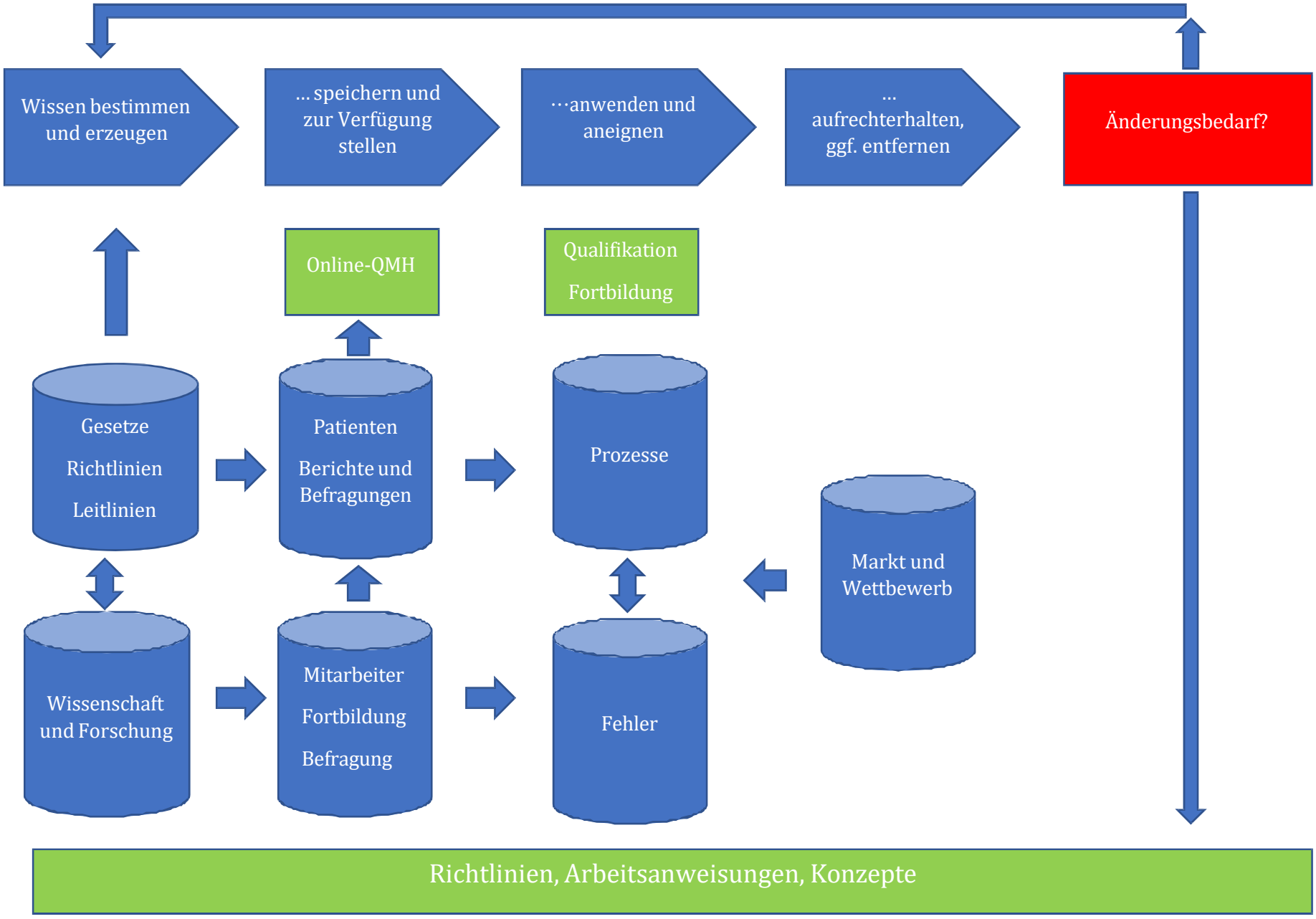Prozessdarstellung Wissensmanagement