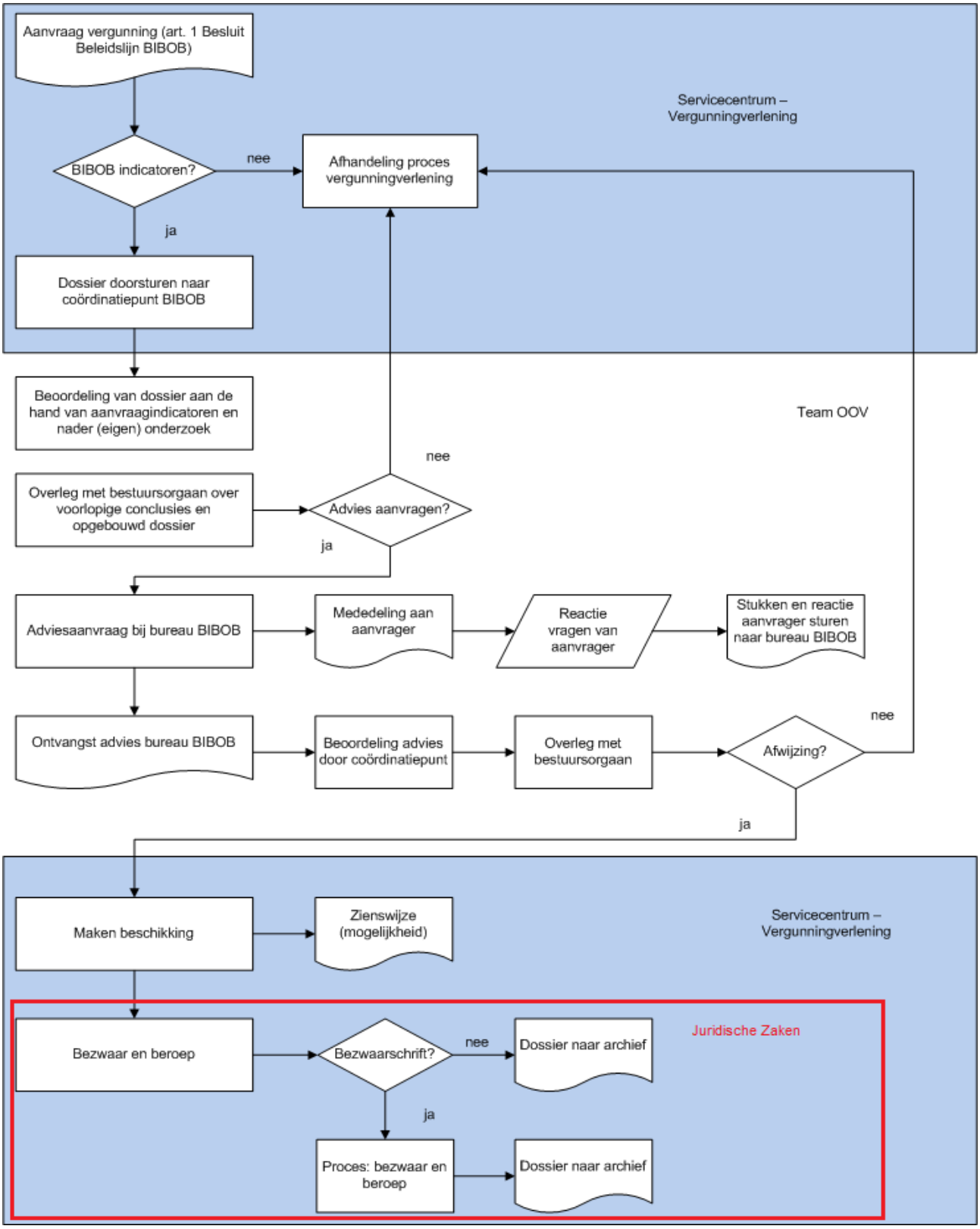3. Procesbeschrijving