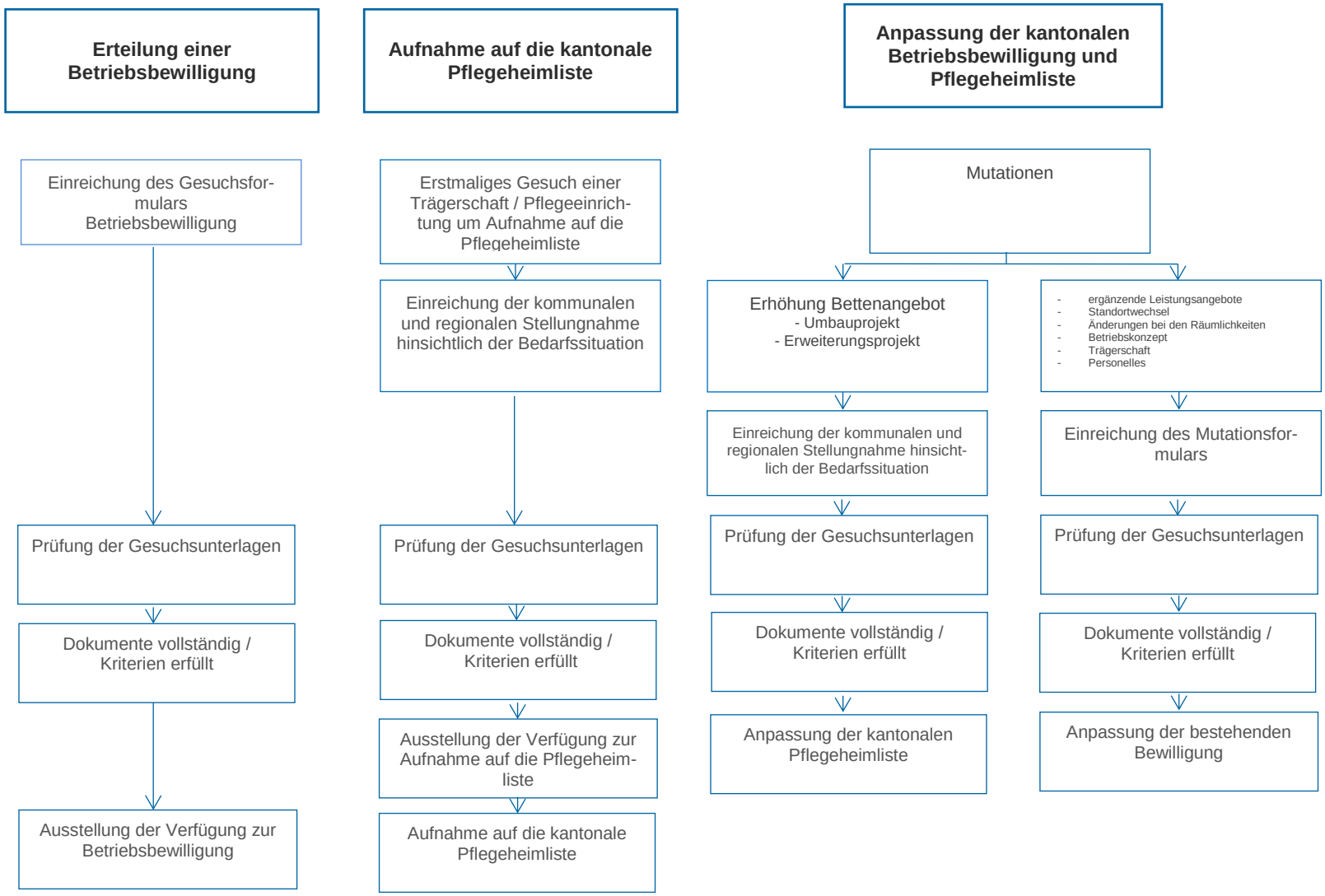BEDARFSPLANUNG; PLANUNGSPROZESS