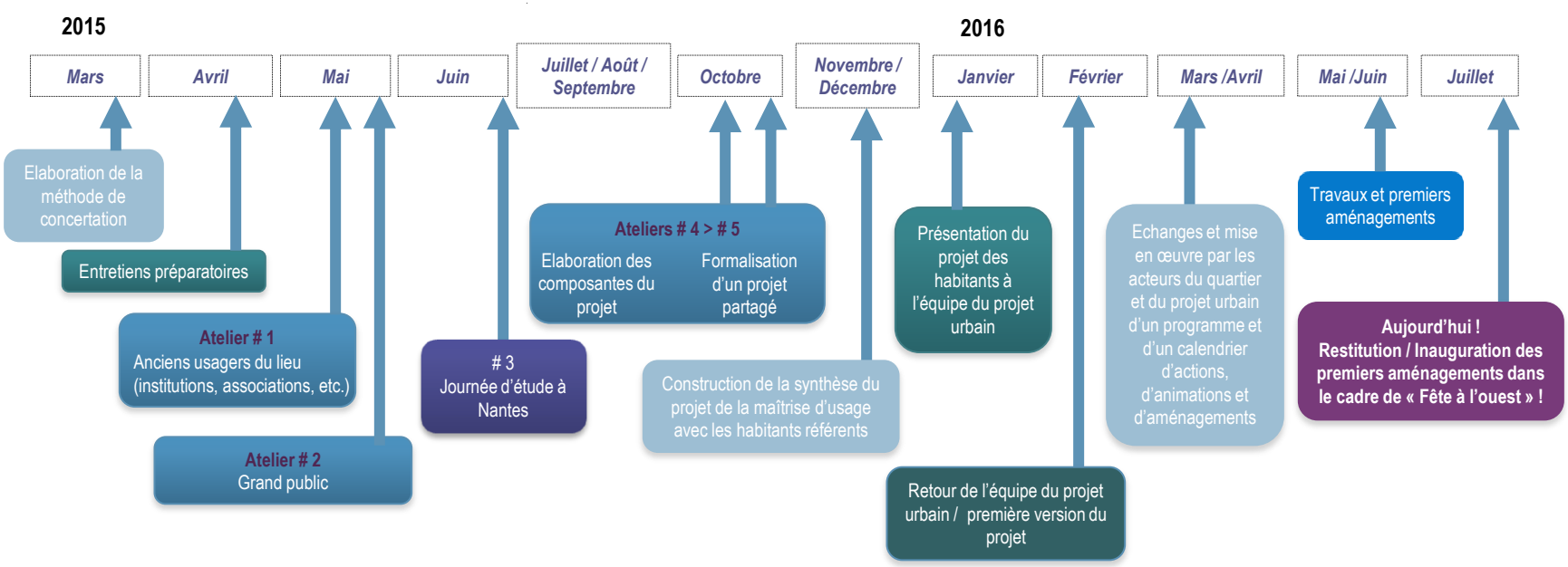LES ÉTAPES DE LA DÉMARCHE