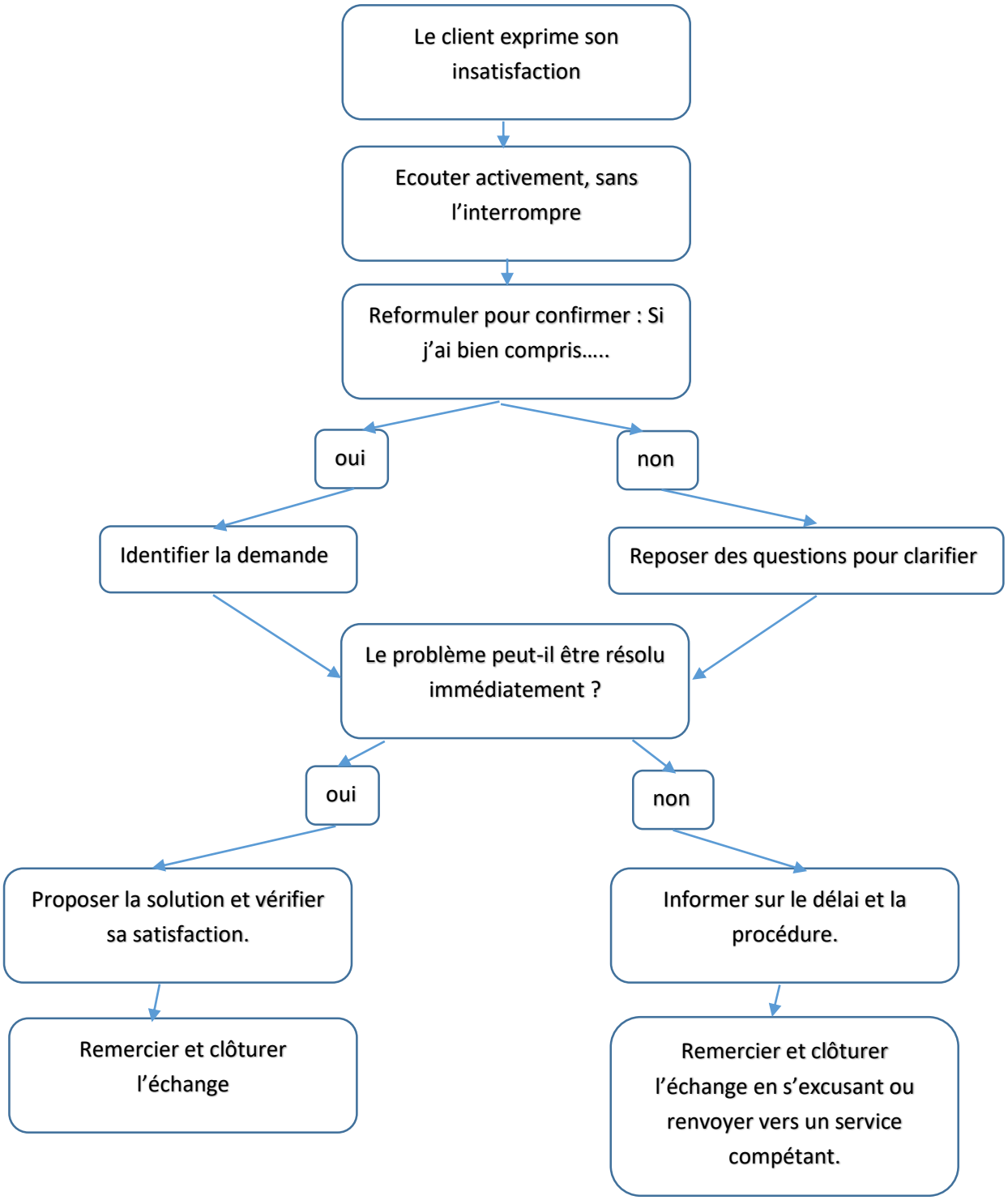Logigramme insatisfaction