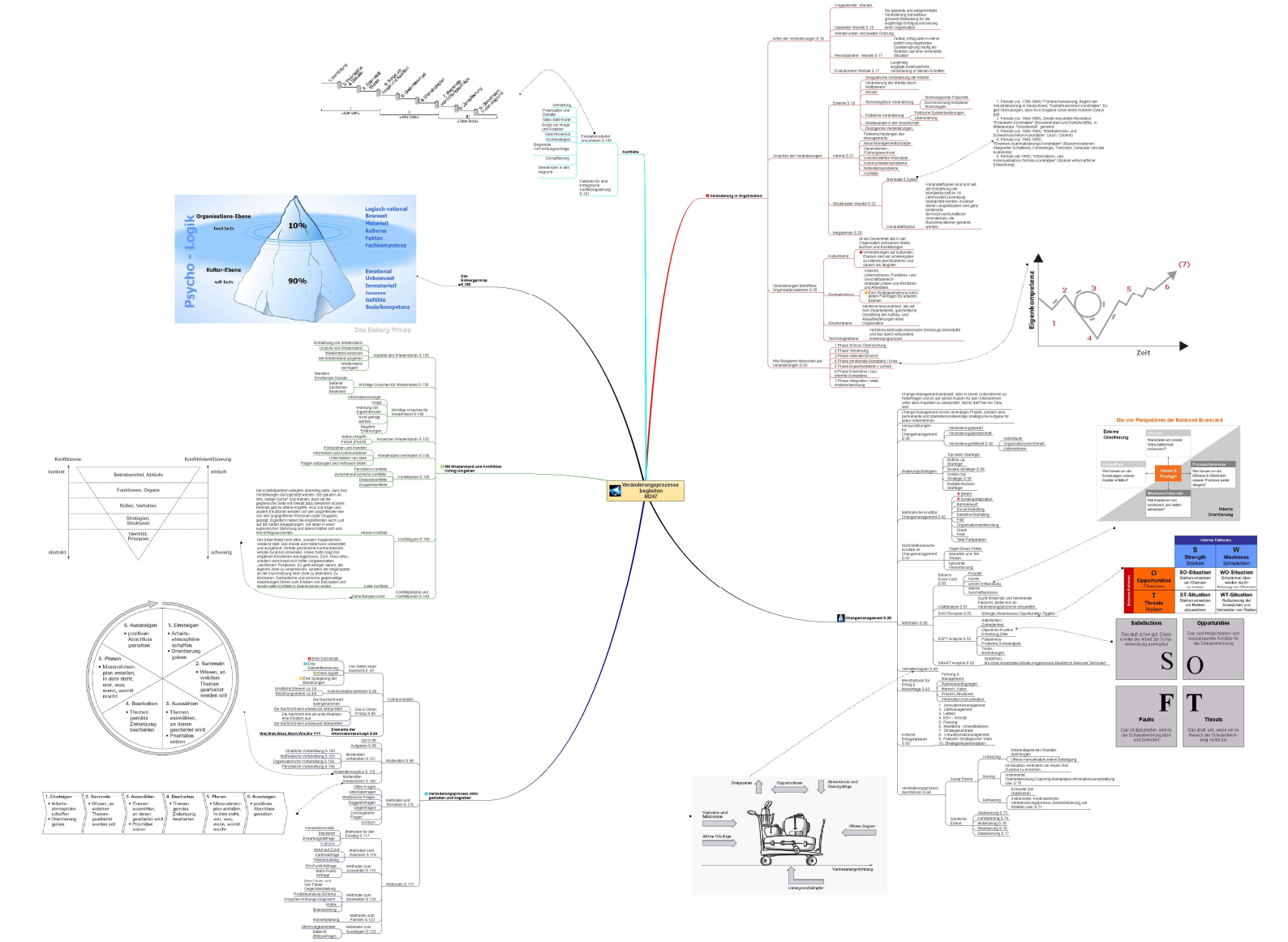Veränderungsprozesse begleiten M247