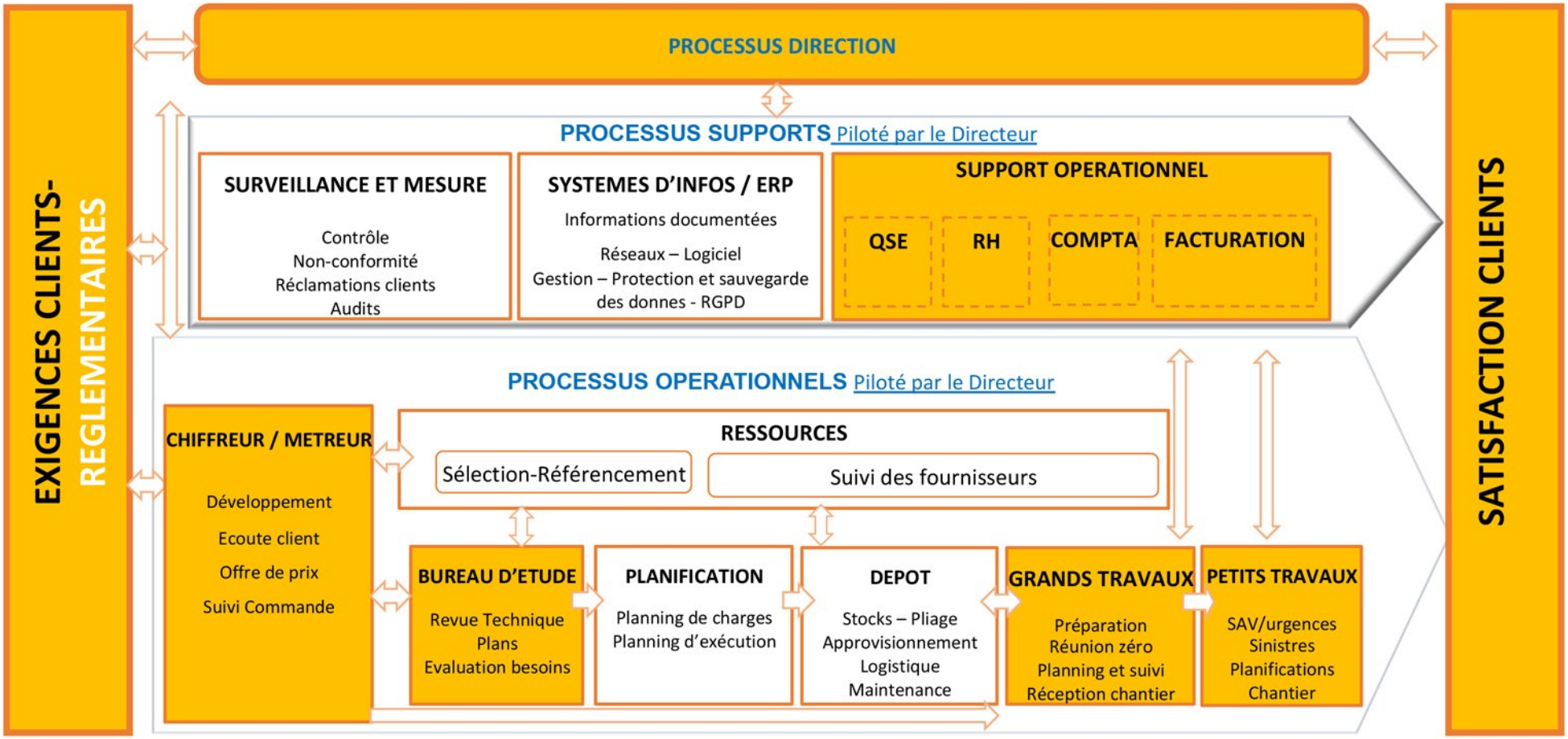Organisation « Satisfaction client »