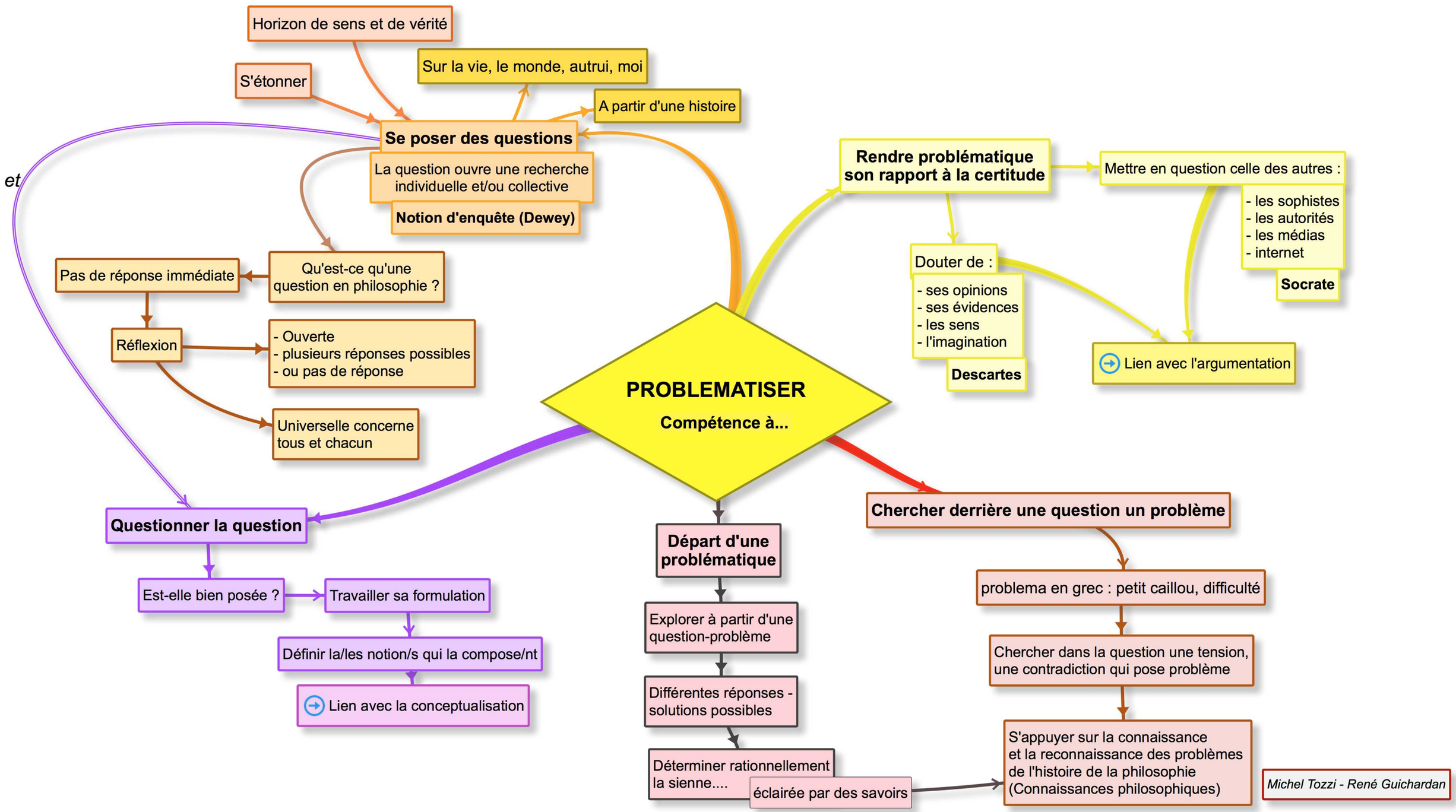CARTE CONCEPTUELLE DU PROCESSUS DE PROBLEMATISATION