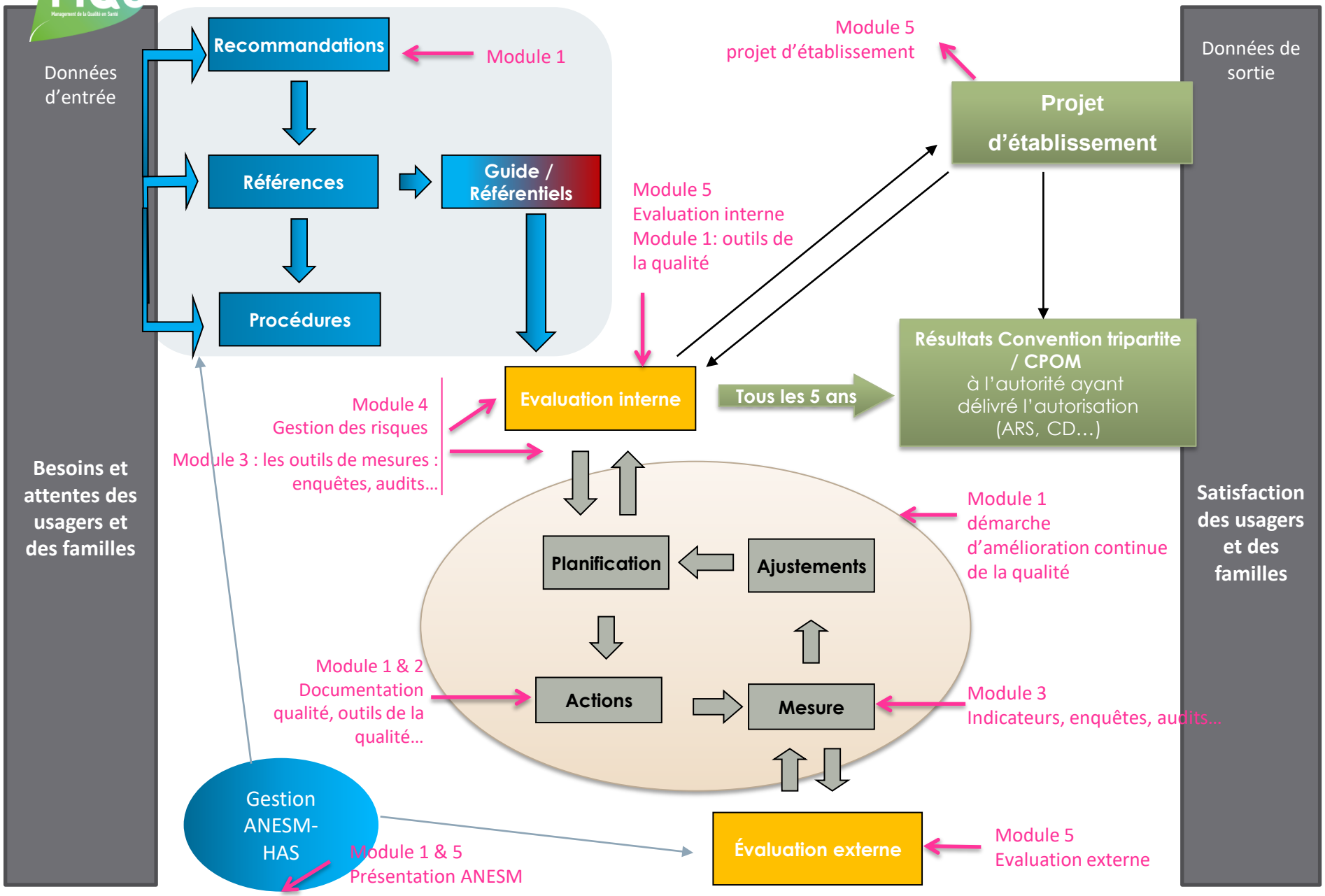Le processus d'amélioration et ses composantes