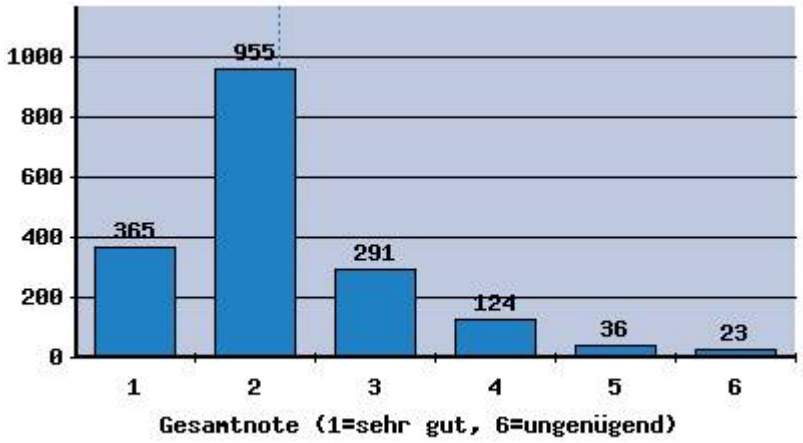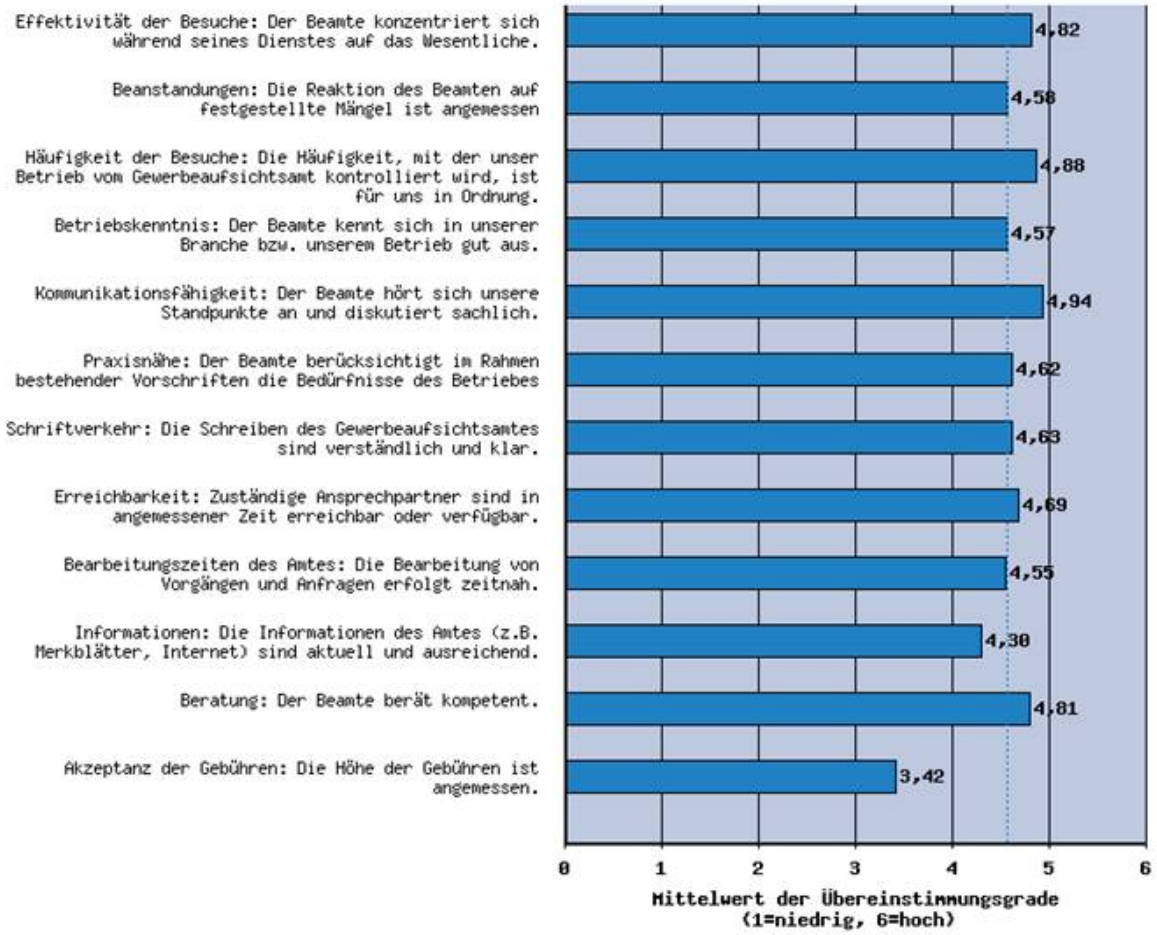Auswertung der Kundenbefragung 2006