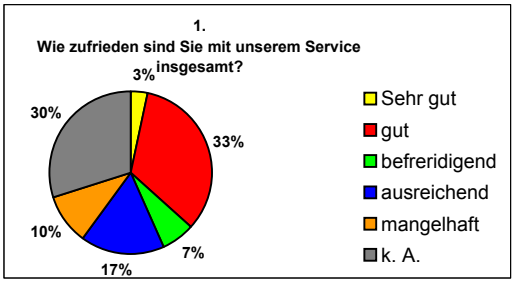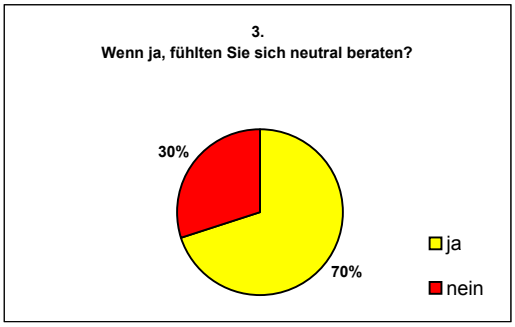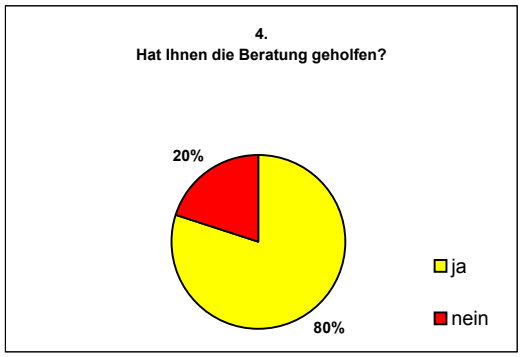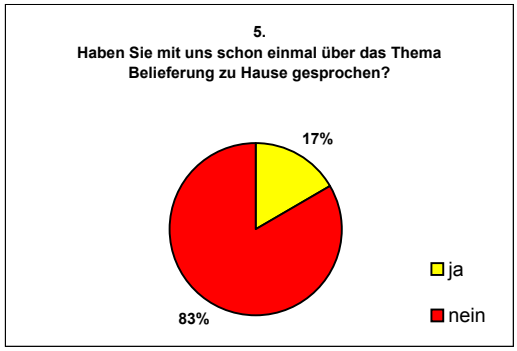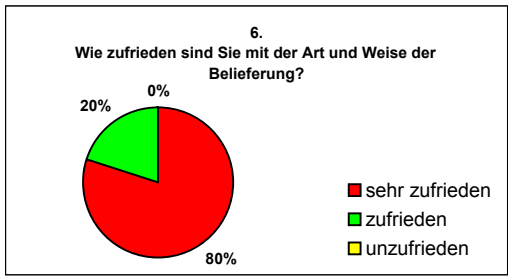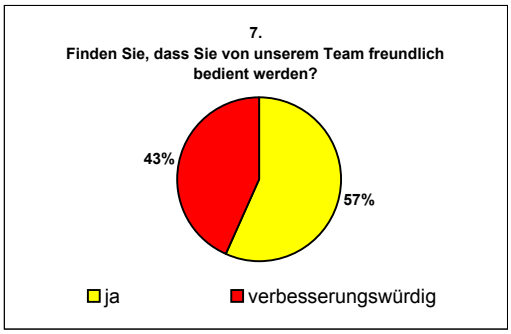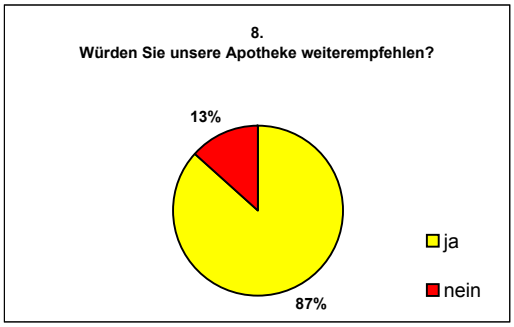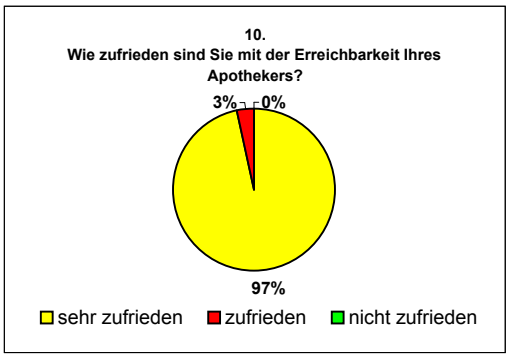Ergebnis der Zufriedenheitsumfrage 3. Quartal 2011