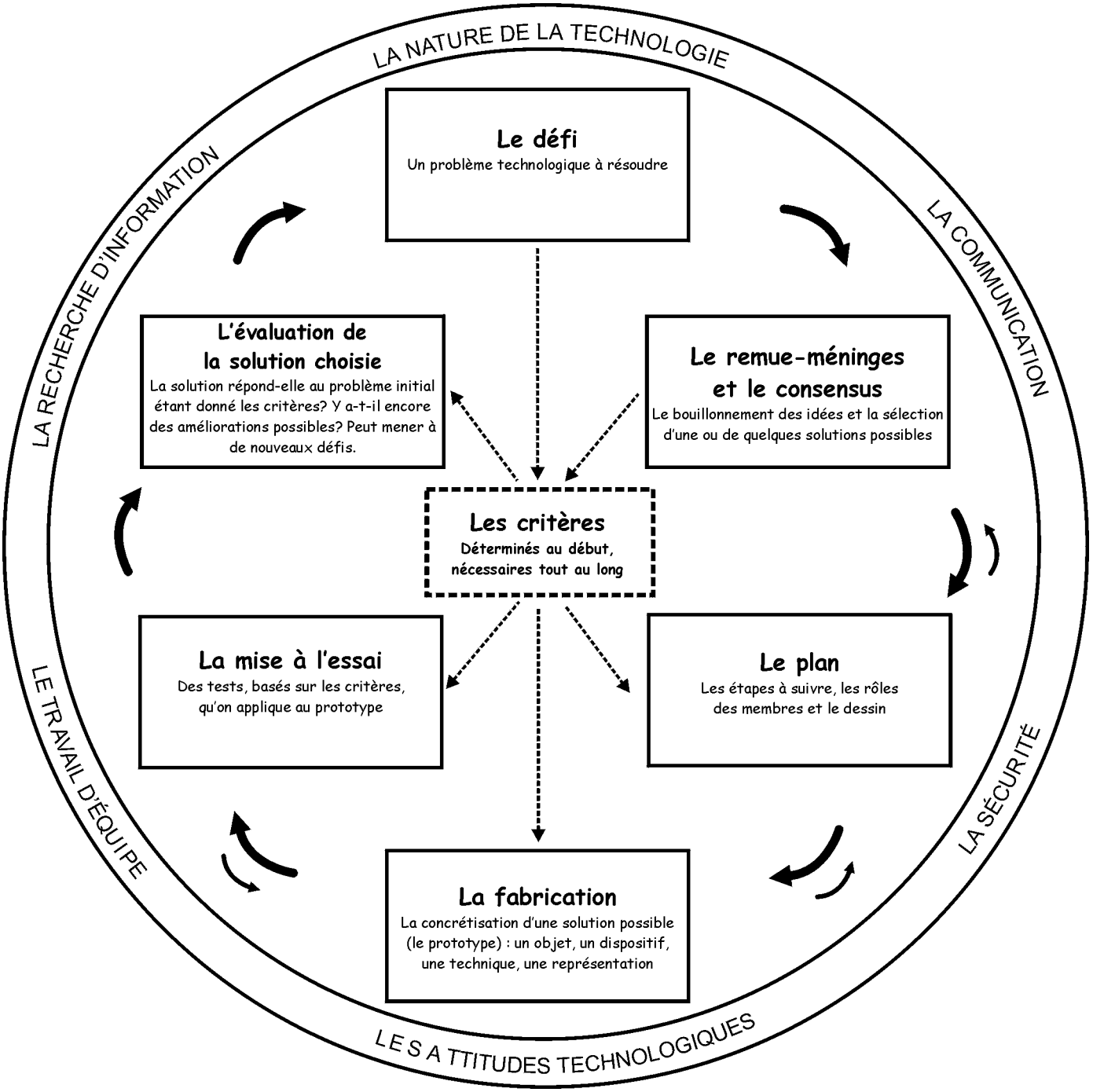ANNEXE F : Étapes du processus de design : M à 4