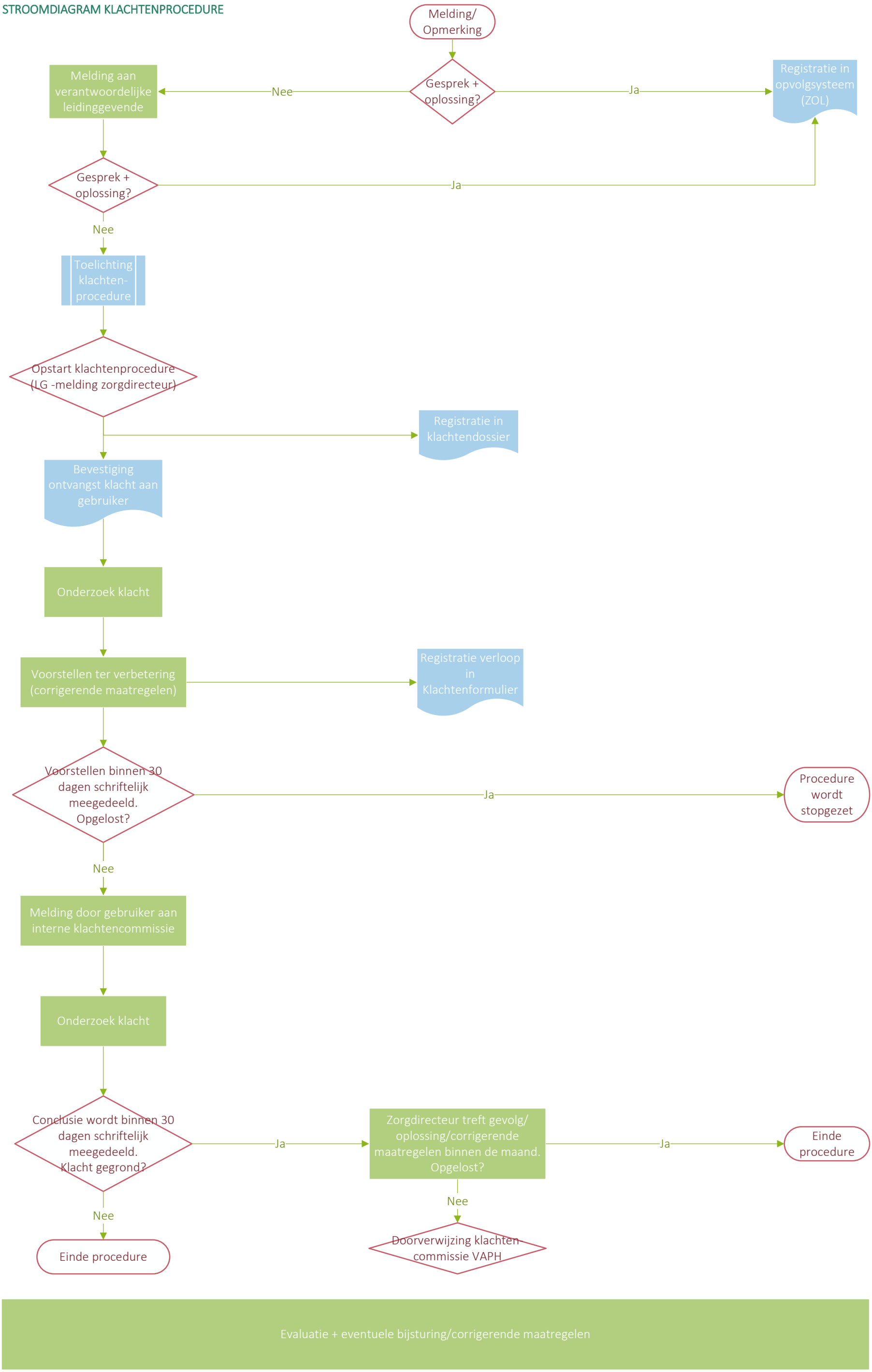STROOMDIAGRAM KLACHTENPROCEDURE