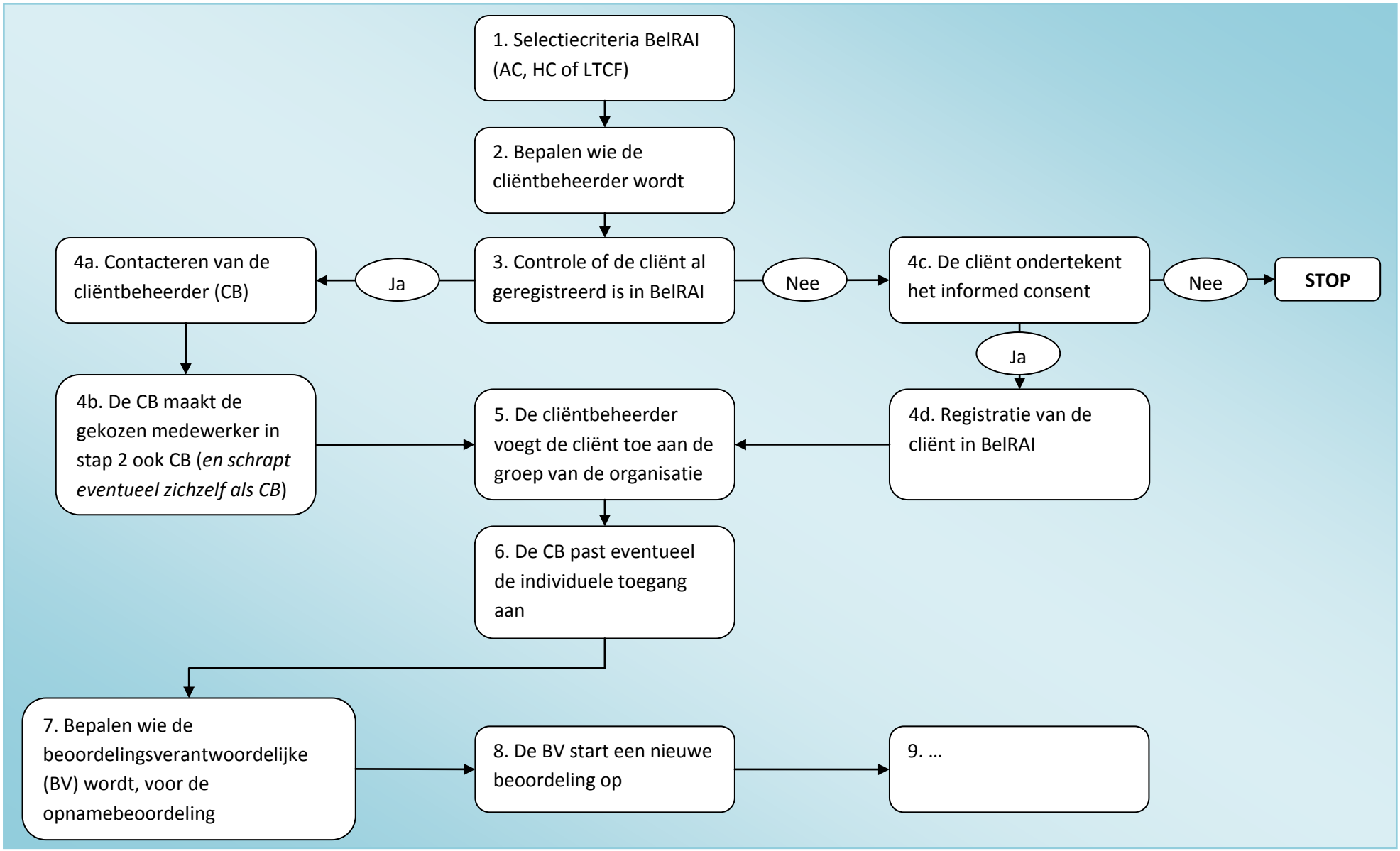Stappenplan: nieuwe cliënt in organisatie