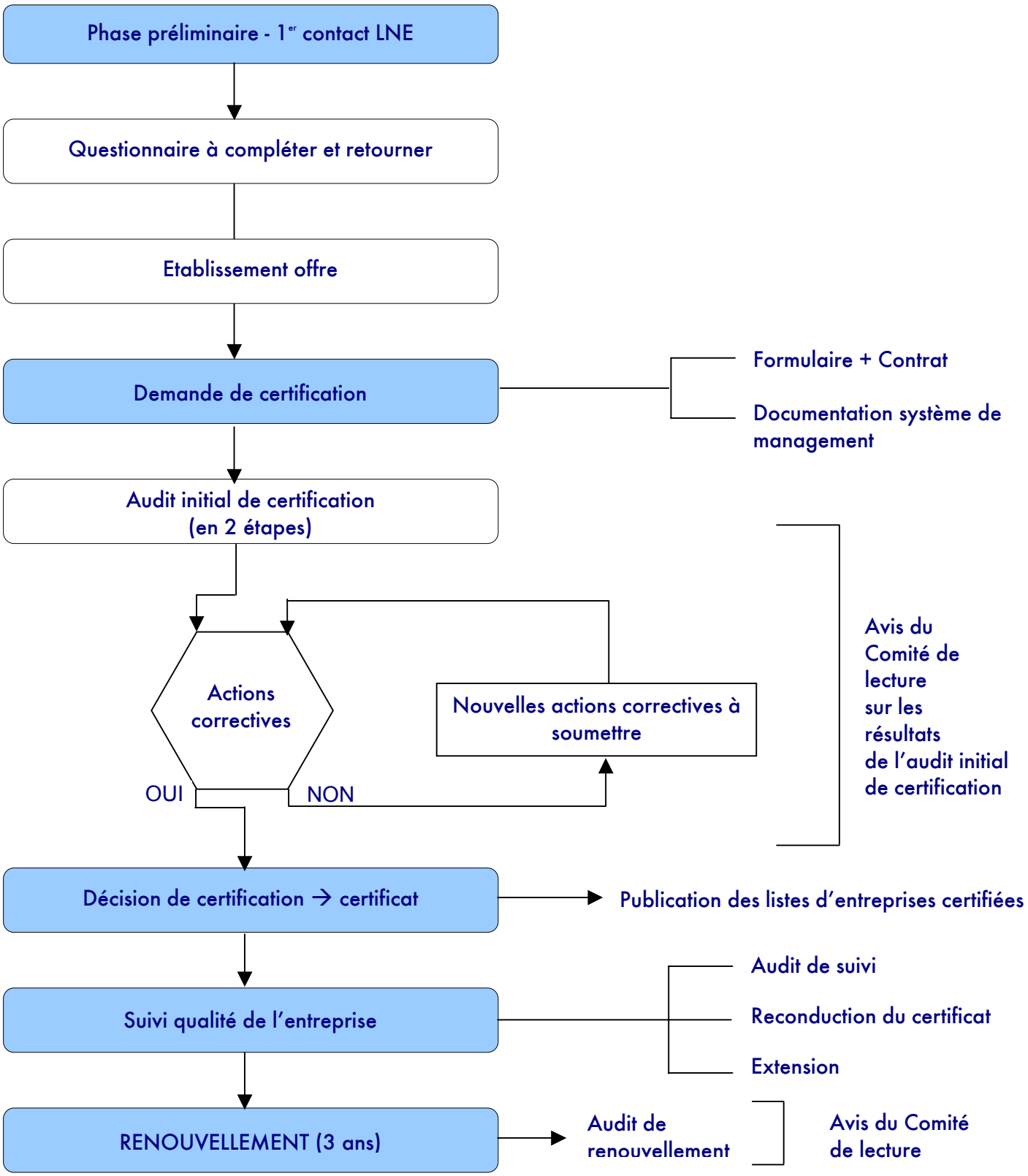PROCESSUS DE CERTIFICATION SYSTEME DE MANAGEMENT