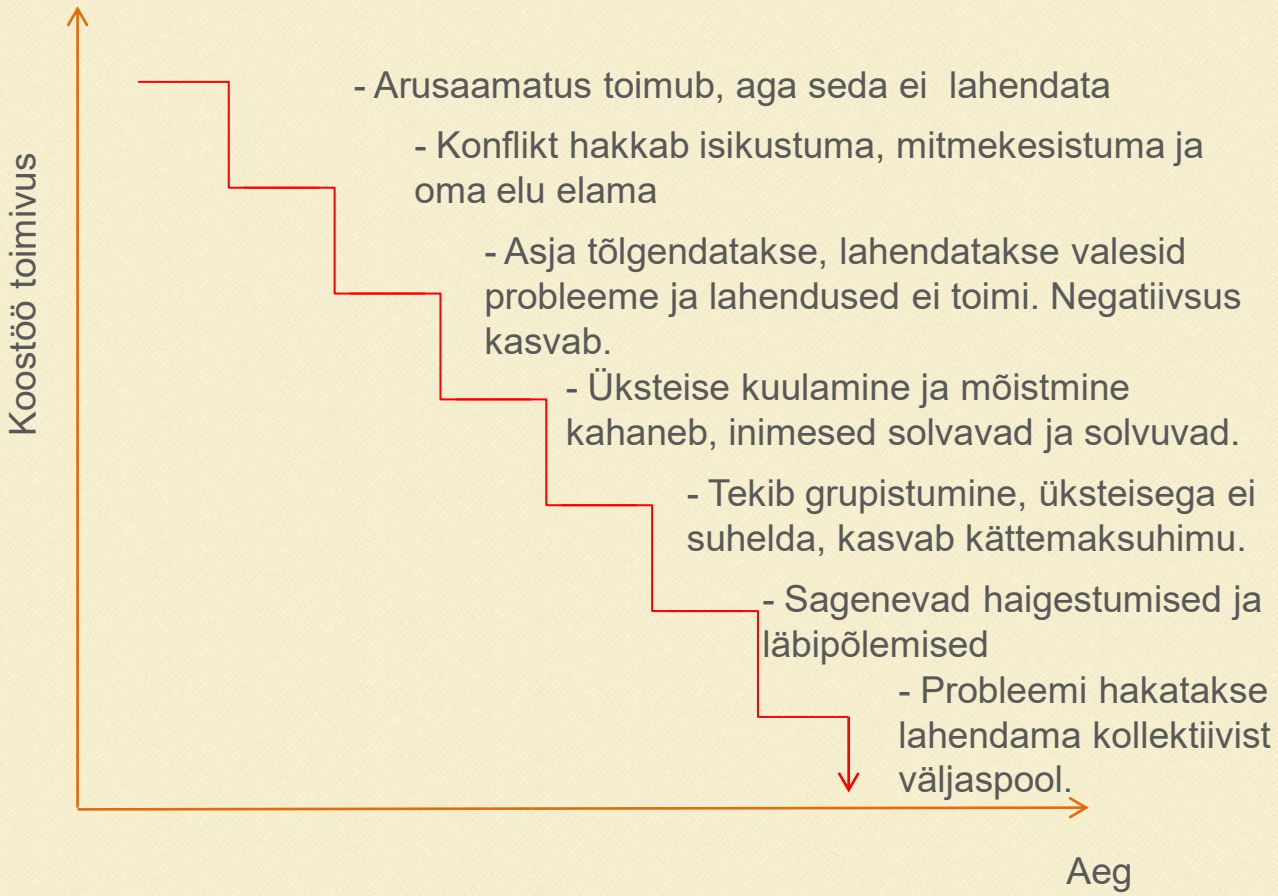
Probleemispiraal



Allikas: P. Järvinen 2005