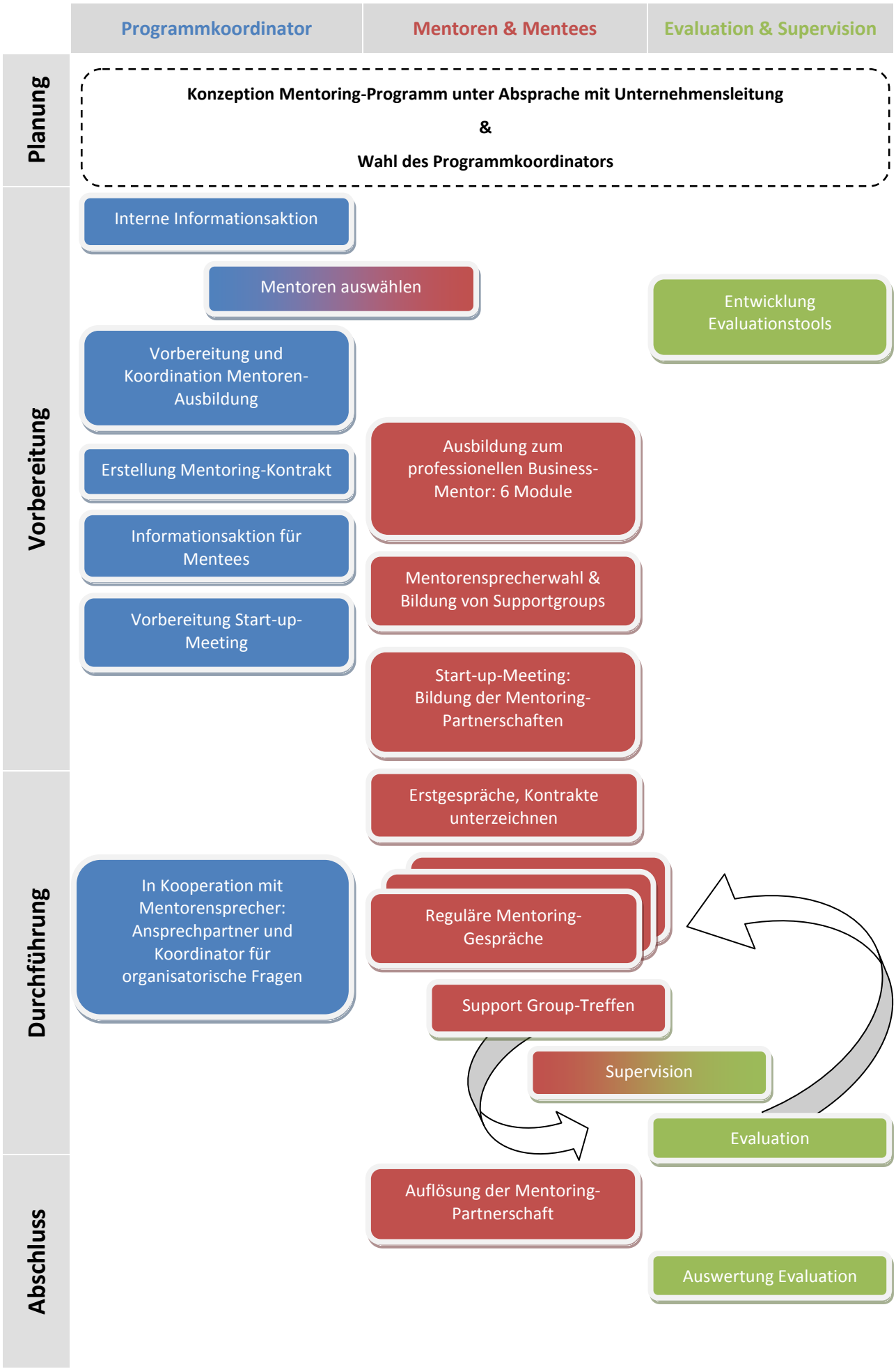Prozess Implementierung eines Mentoring-Programms