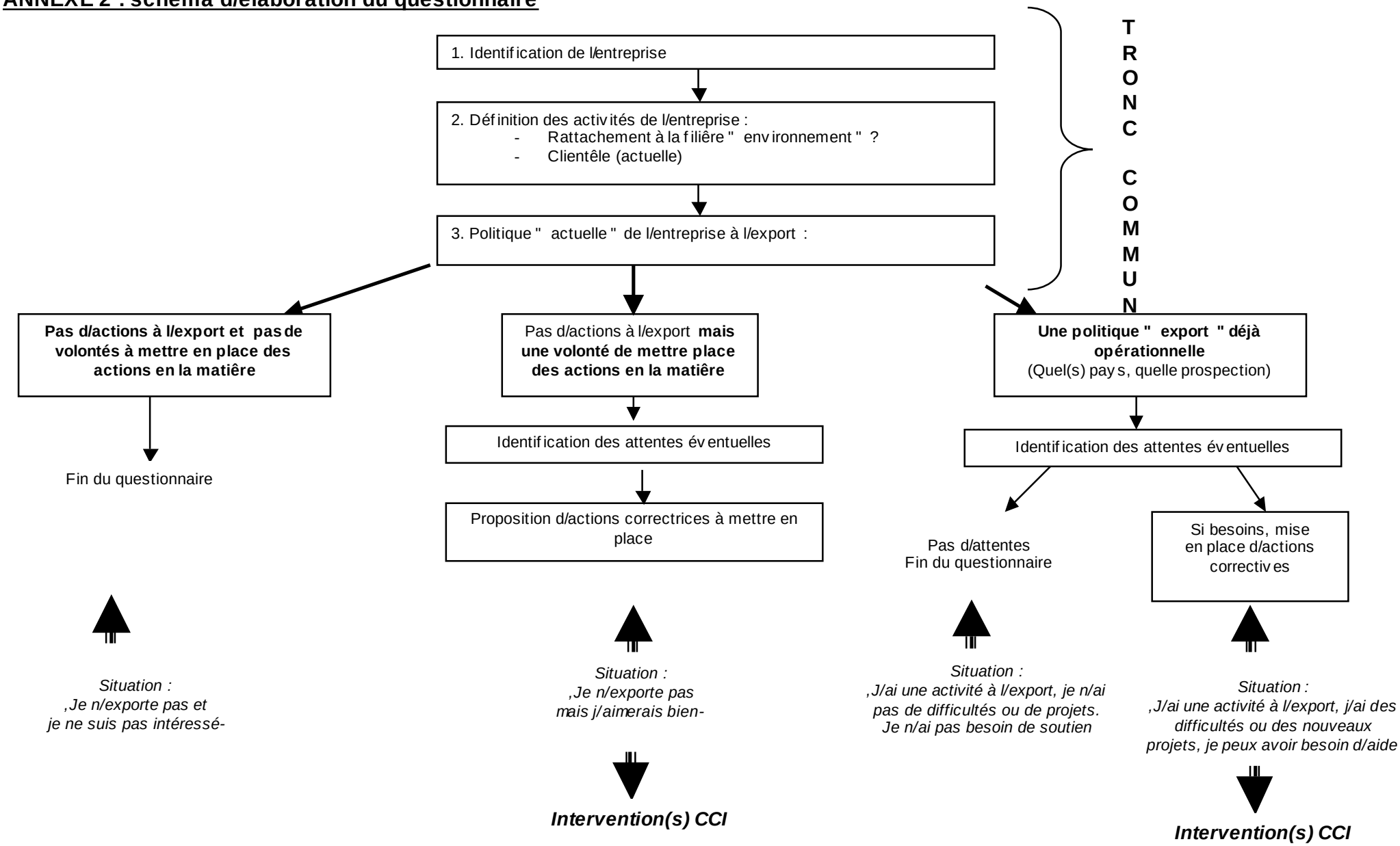ANNEXE 2 : schéma d/élaboration du questionnaire