

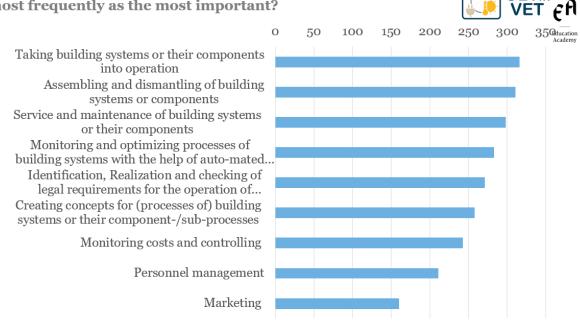


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## **Empirical investigation**

## Core working processes

Which core work processes / competence areas were selected most frequently as the most important?



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