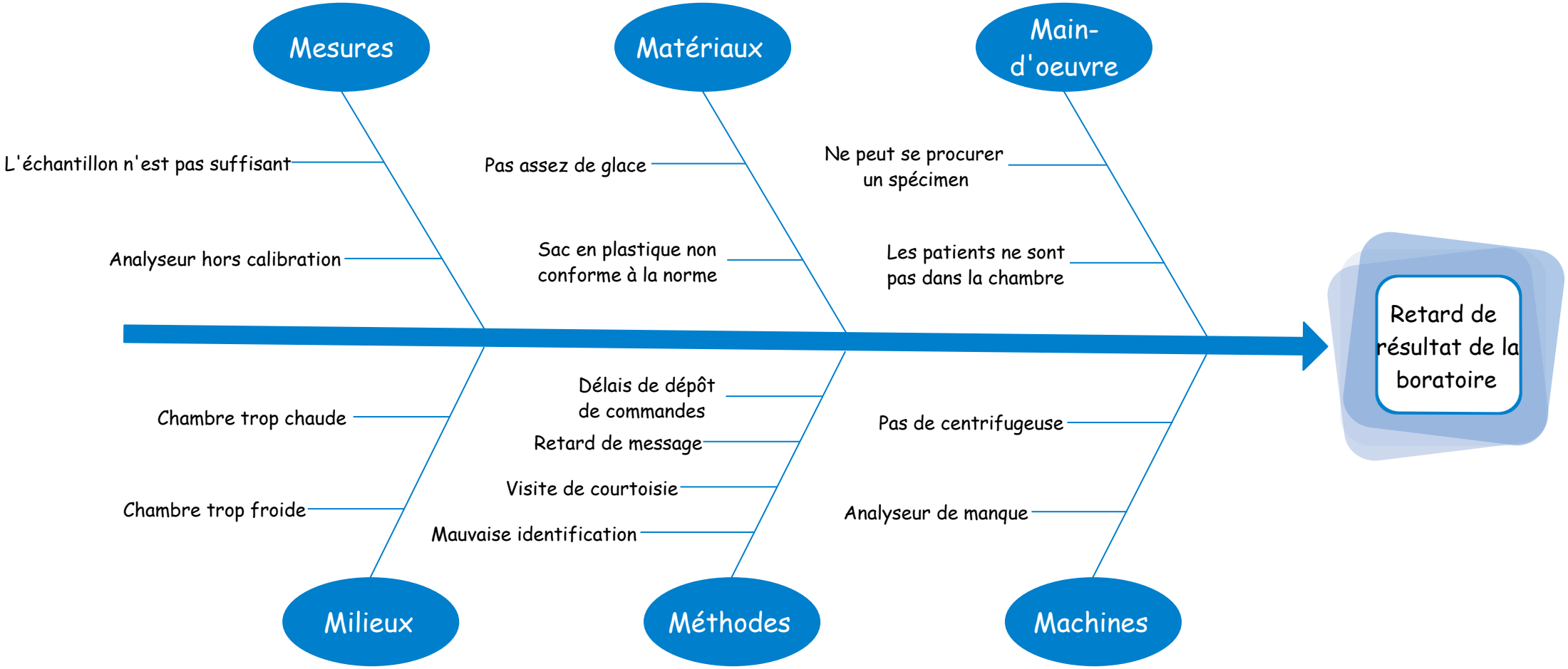Diagramme d'Ishikawa de retard de résultat de laboratoire