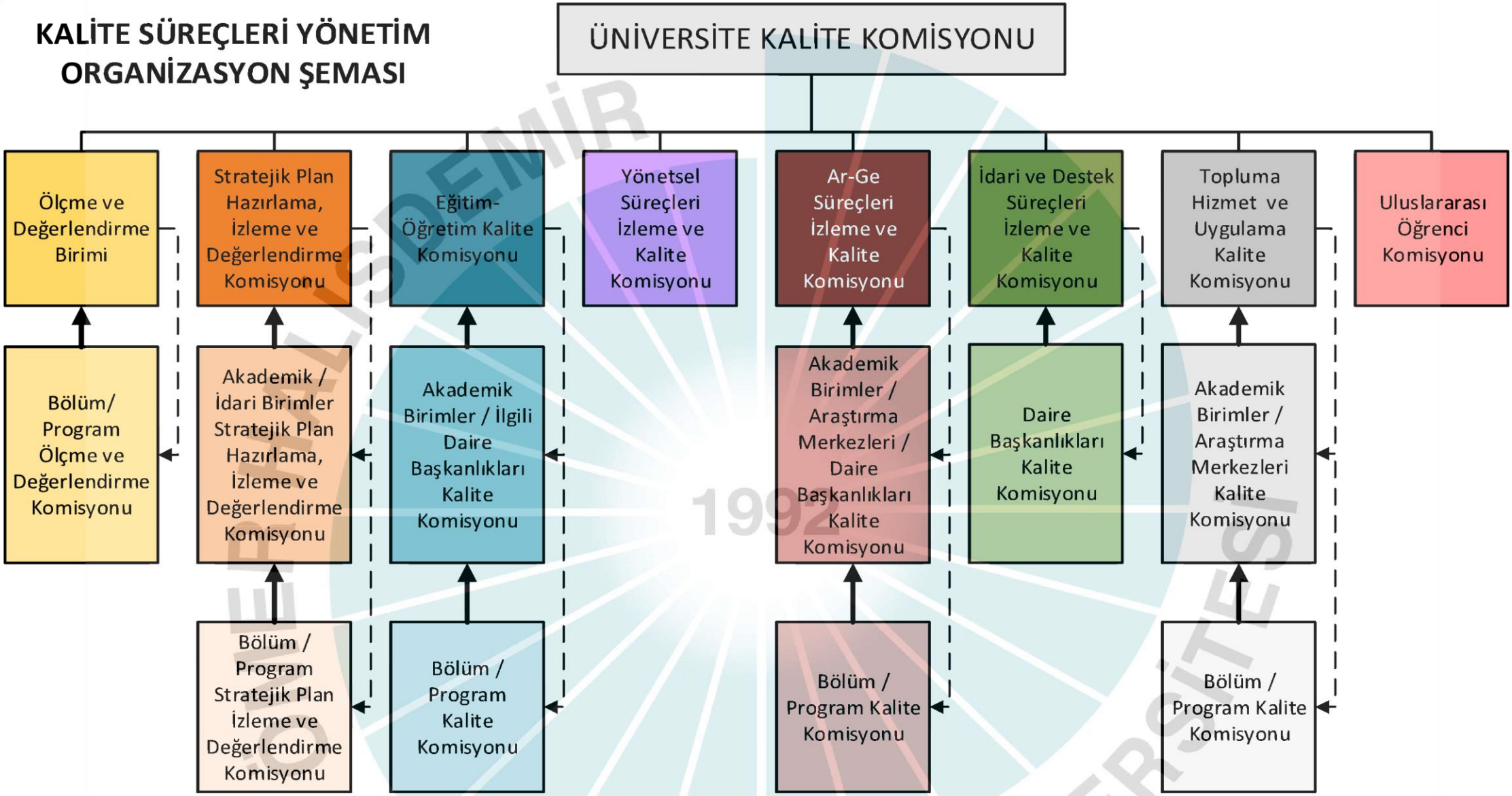KALİTE SÜREÇLERİ YÖNETİM ORGANİZASYON ŞEMASI