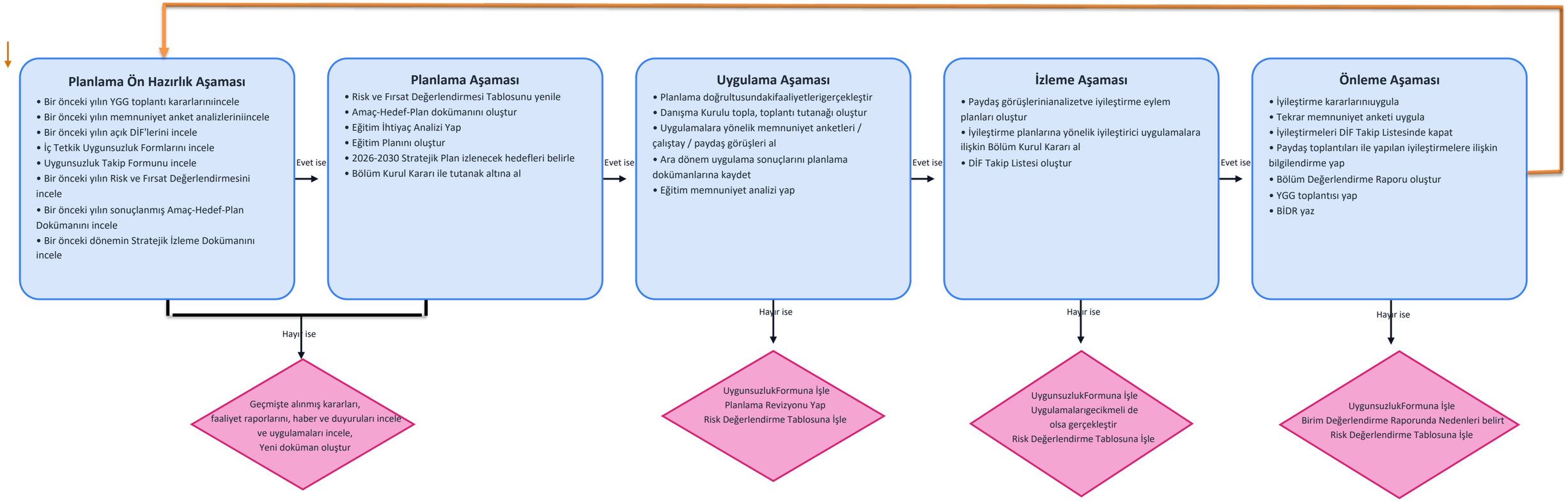KALİTE YÖNETİMİ PUKÖ ÇEVRİMİ