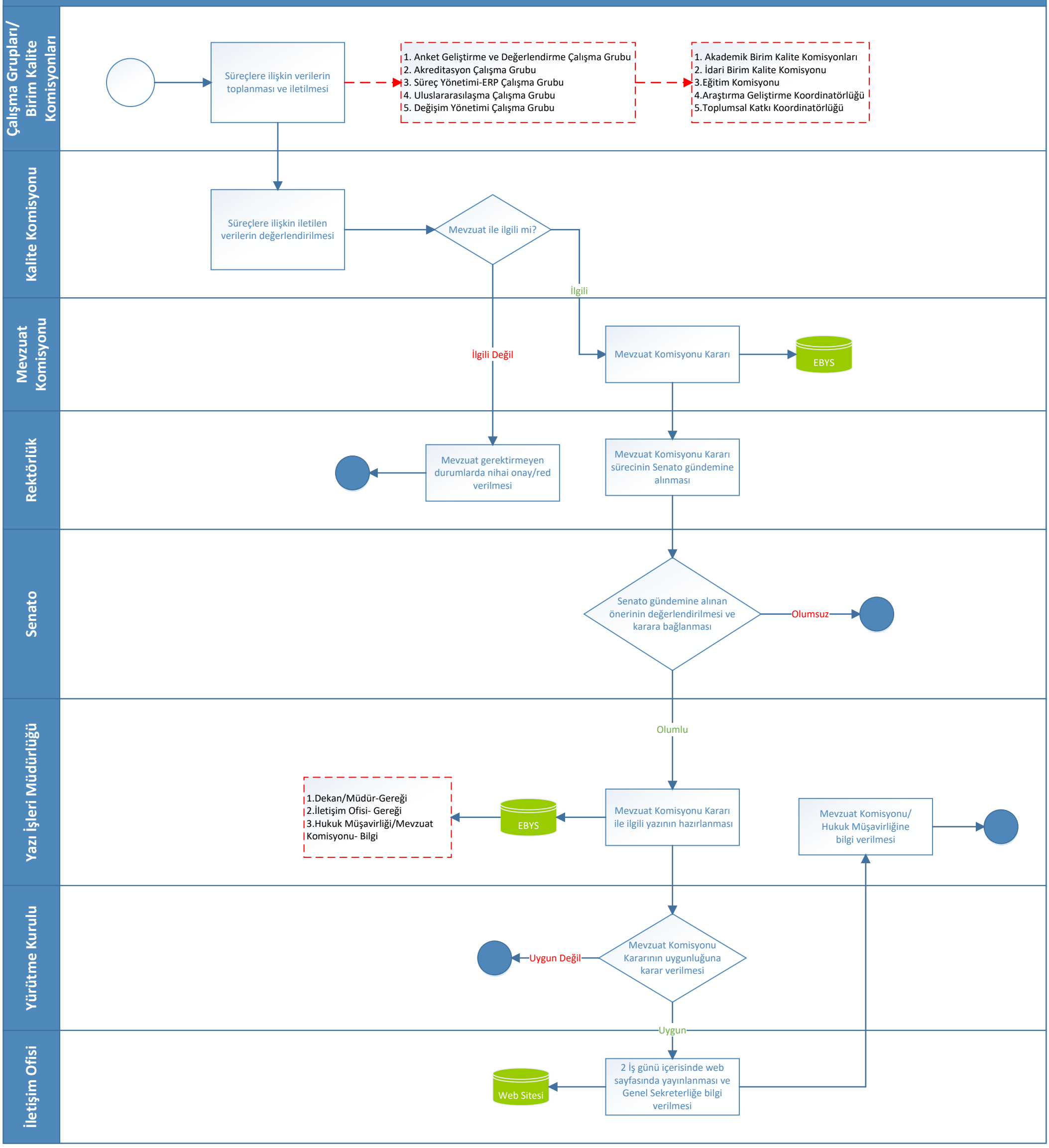İA.KYS.018. LİDERLİK, YÖNETİŞİM VE KALİTE SÜRECİ İŞ AKIŞI