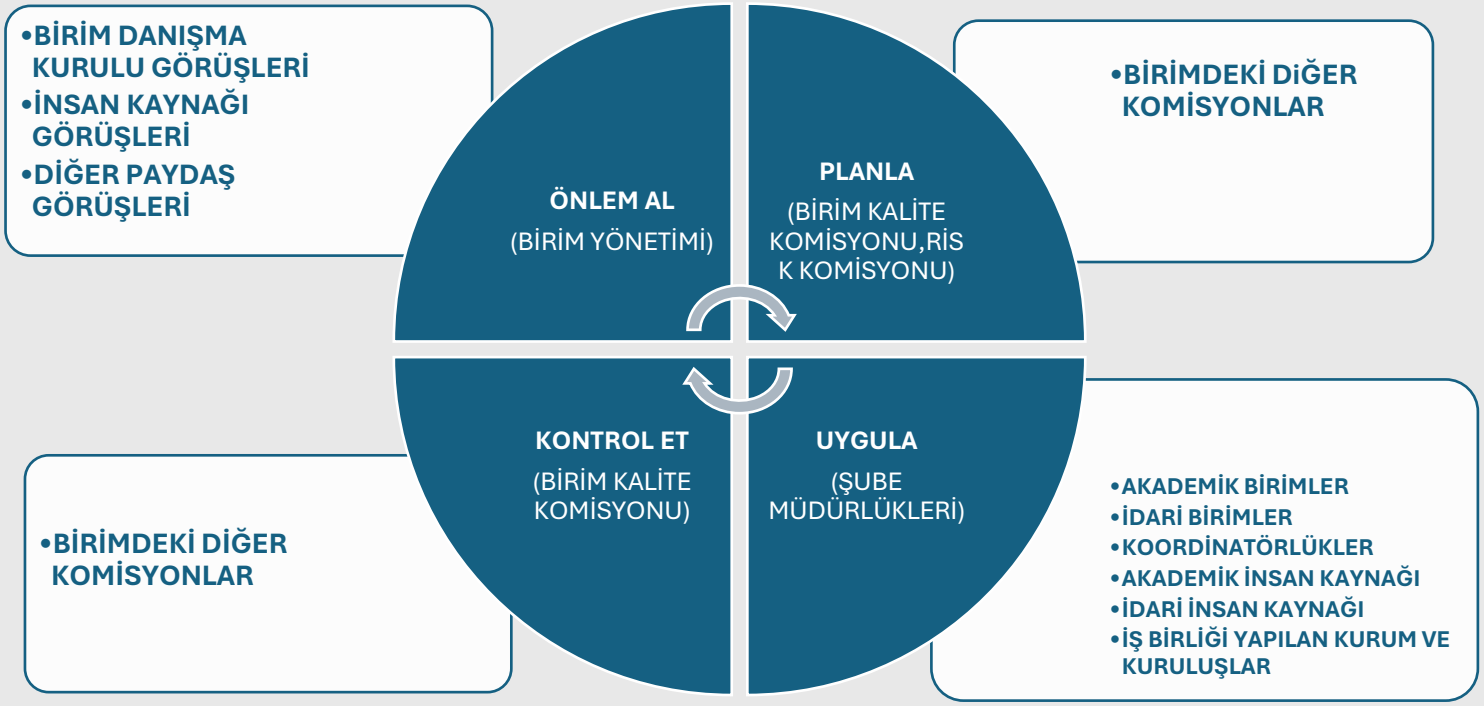KGTÜ İDARİ BİRİMLER KALİTE YÖNETİŞİM MODELİ