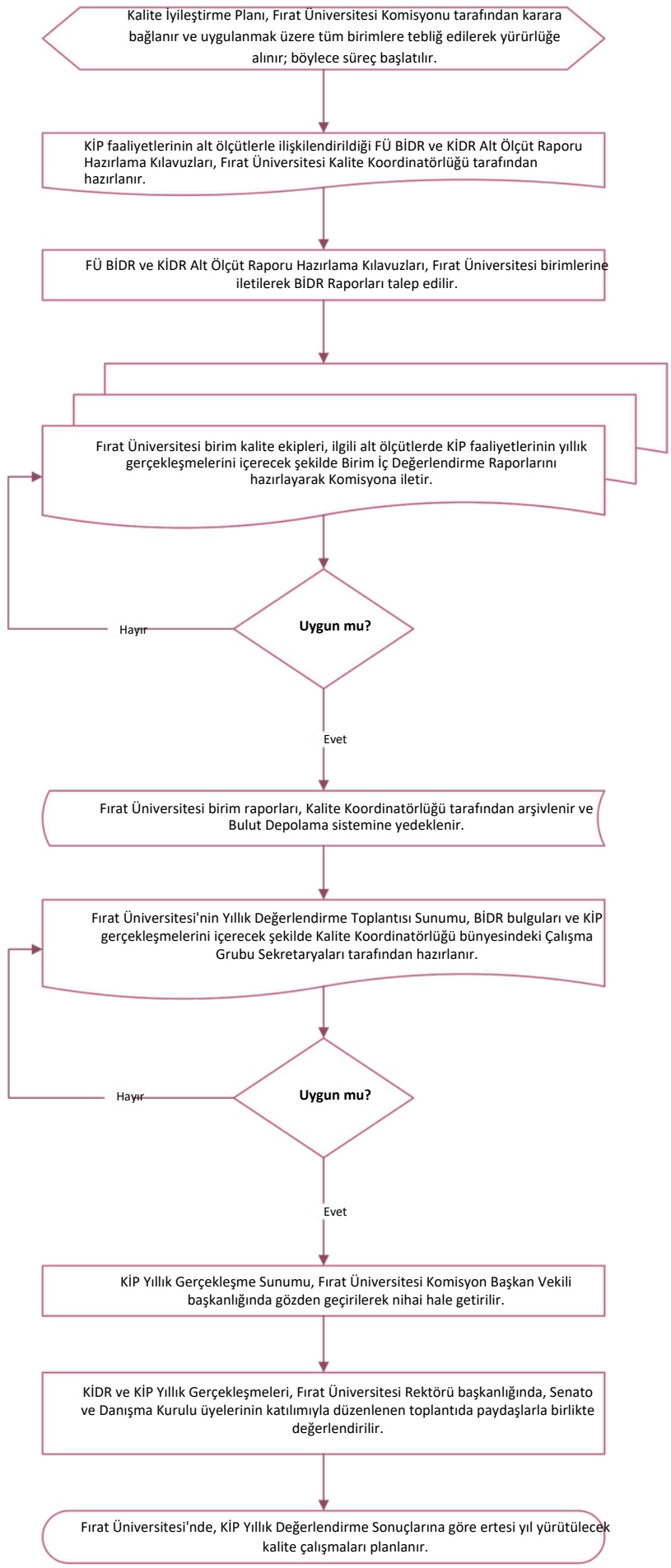KALİTE İYİLEŞTİRME PLANI YILLIK DEĞERLENDİRME SÜRECİ