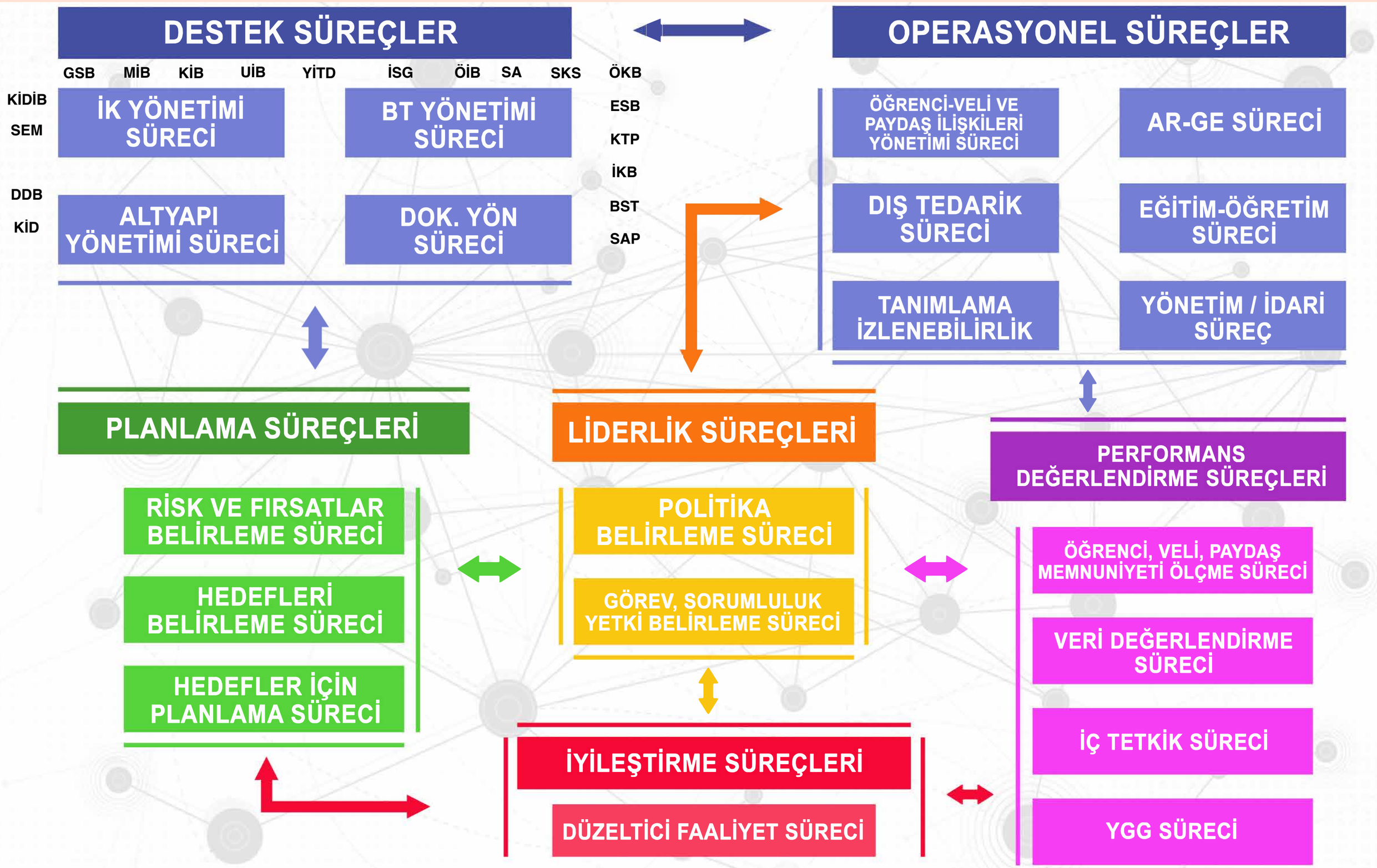İSTANBUL KÜLTÜR ÜNİVERSİTESİ İŞ SÜREKLİLİĞİ VE KALİTE YÖNETİM SİSTEMİ SÜREÇ MODELİ