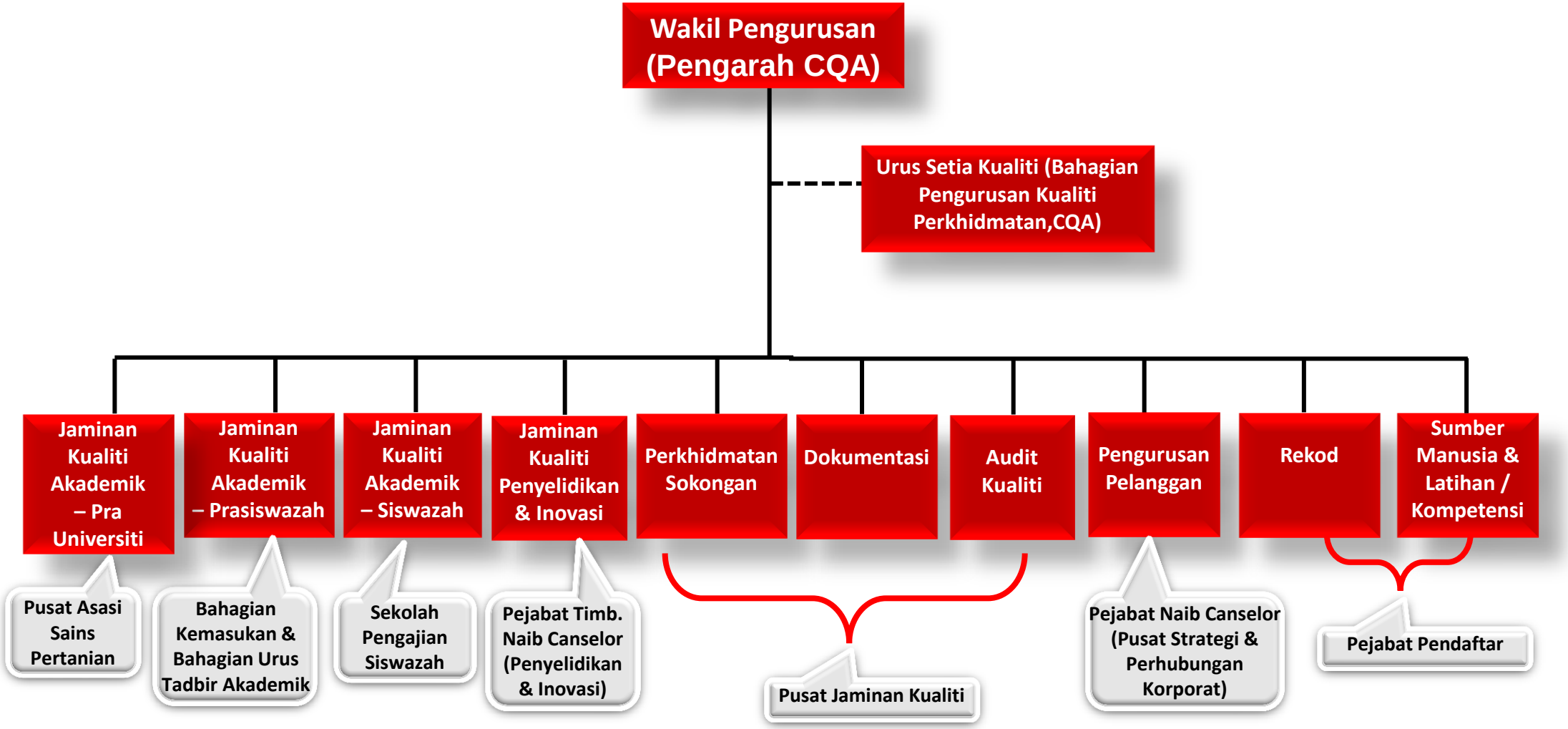STRUKTUR JAMINAN KUALITI UPM