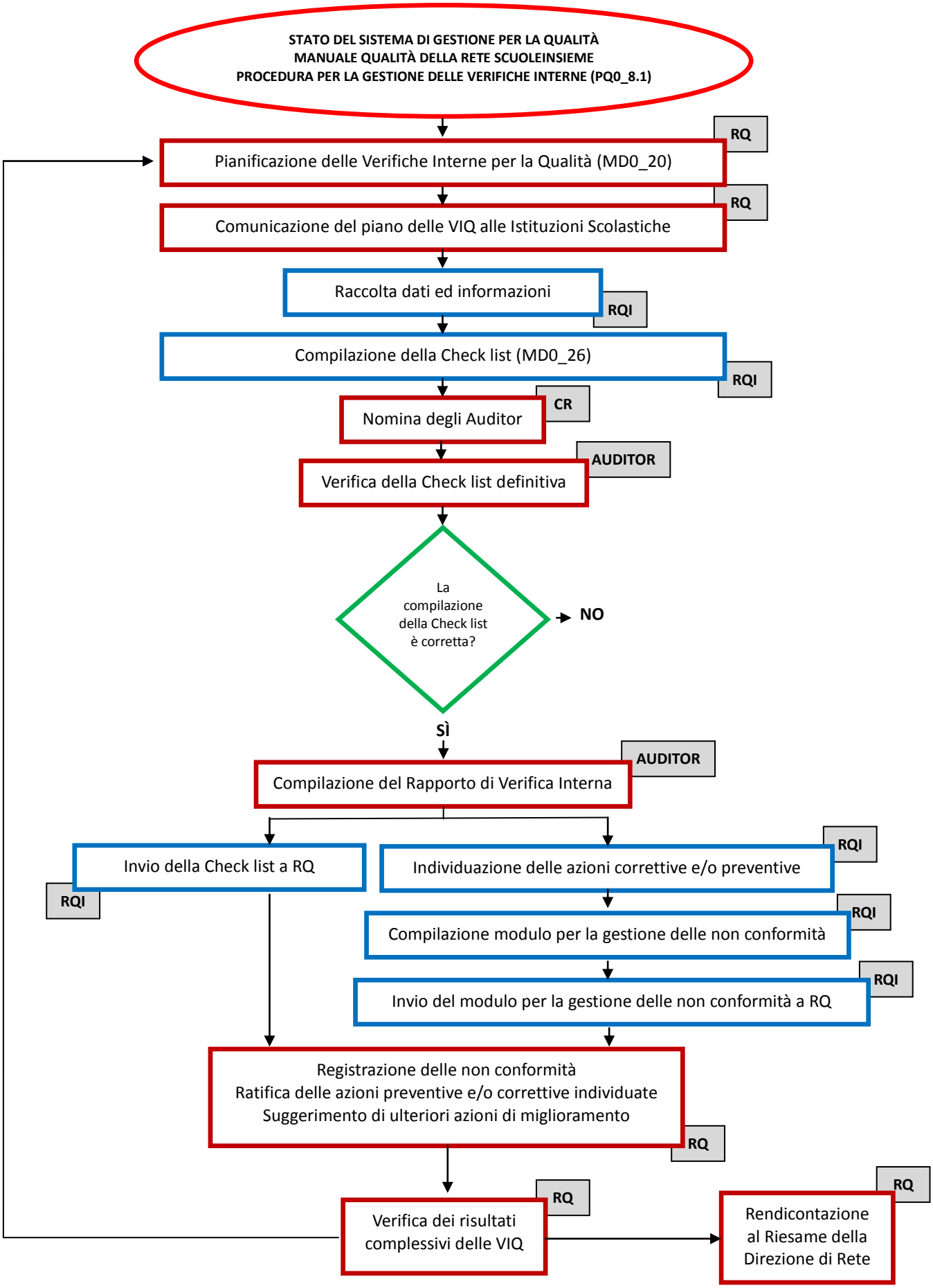PROCESSO PER LA GESTIONE DELLE VERIFICHE INTERNE PER LA QUALITÀ