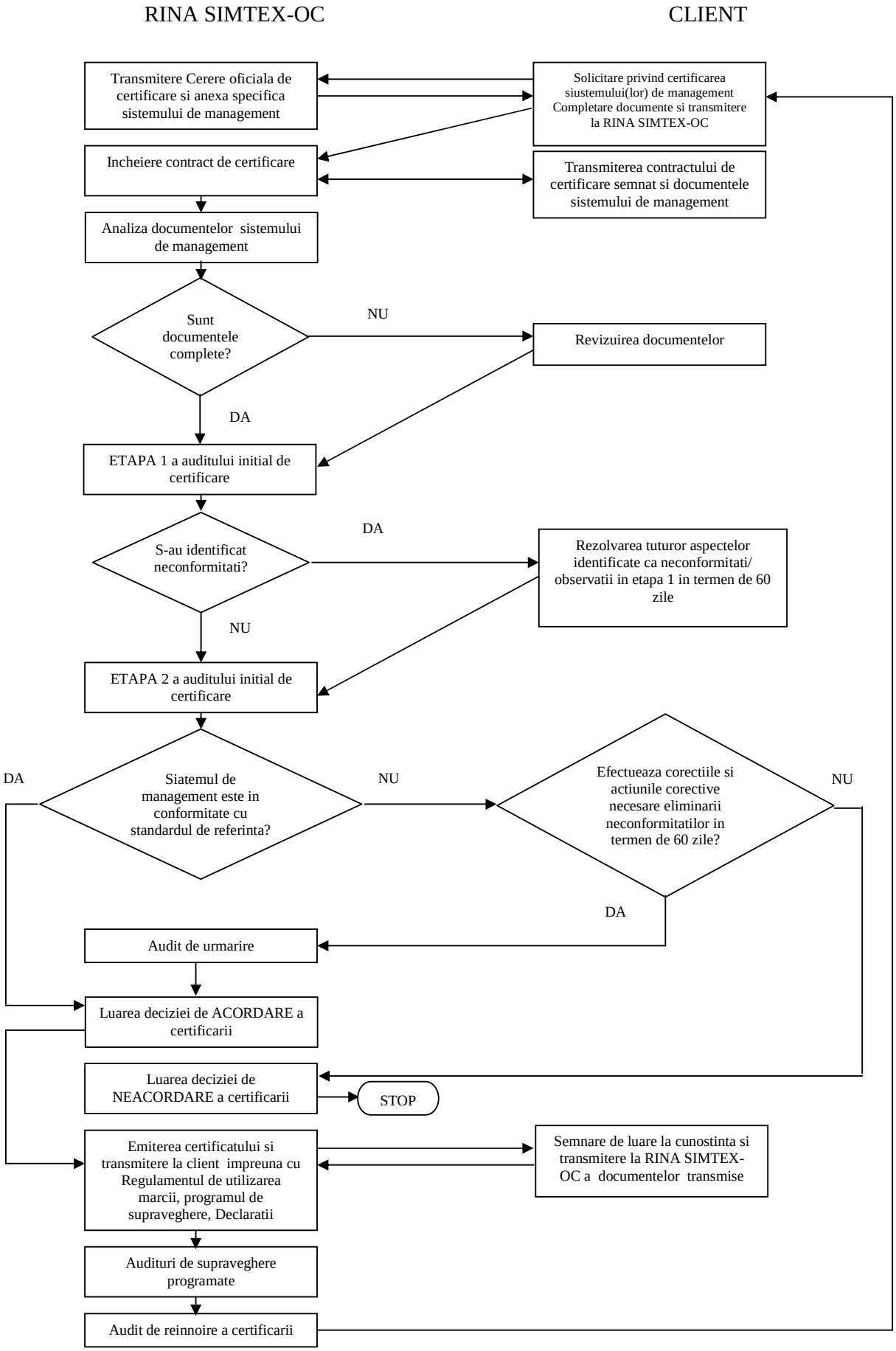ETAPELE PROCESULUI DE CERTIFICARE A UNUI SISTEM DE MANAGEMENT