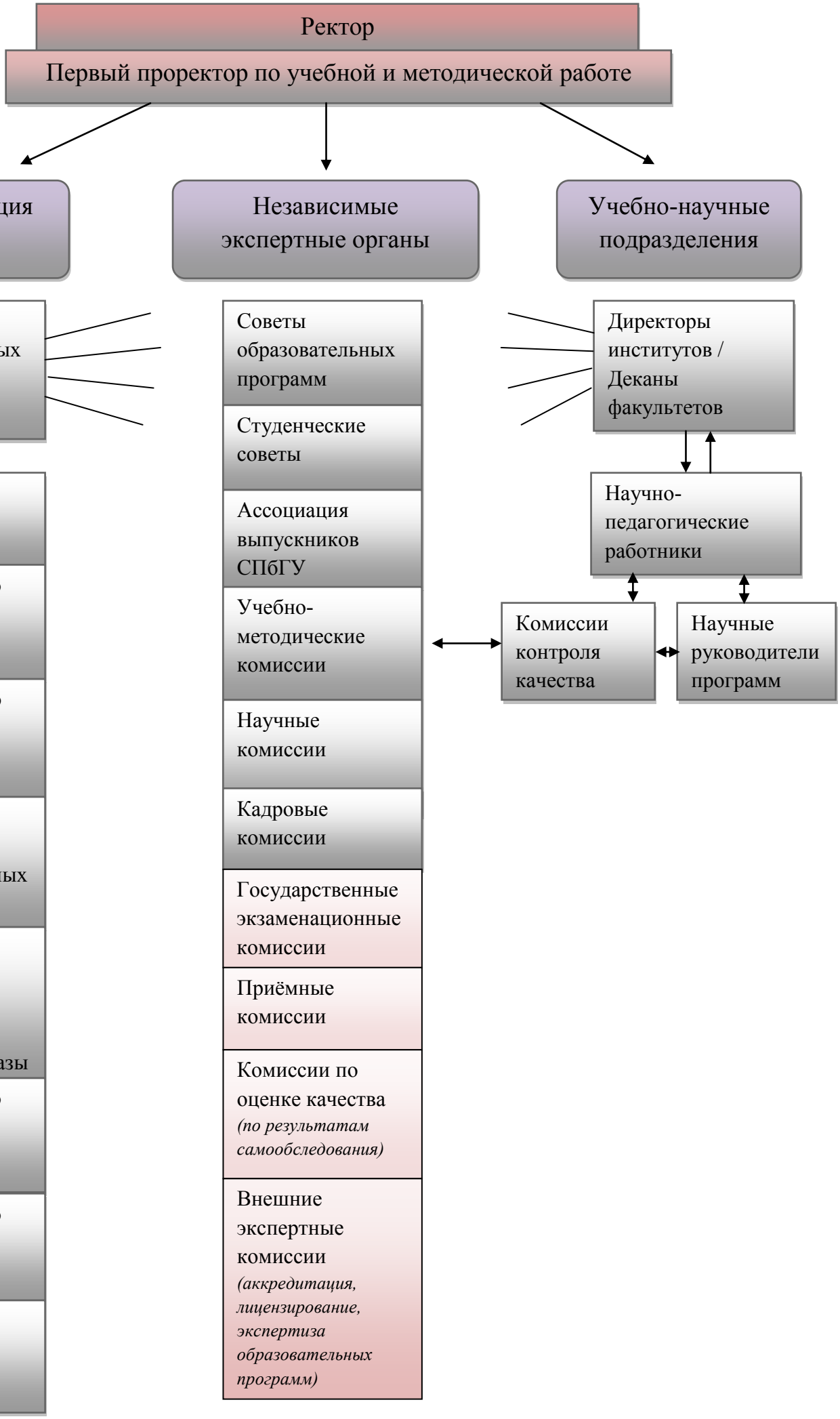Система менеджмента качества образования СПбГУ