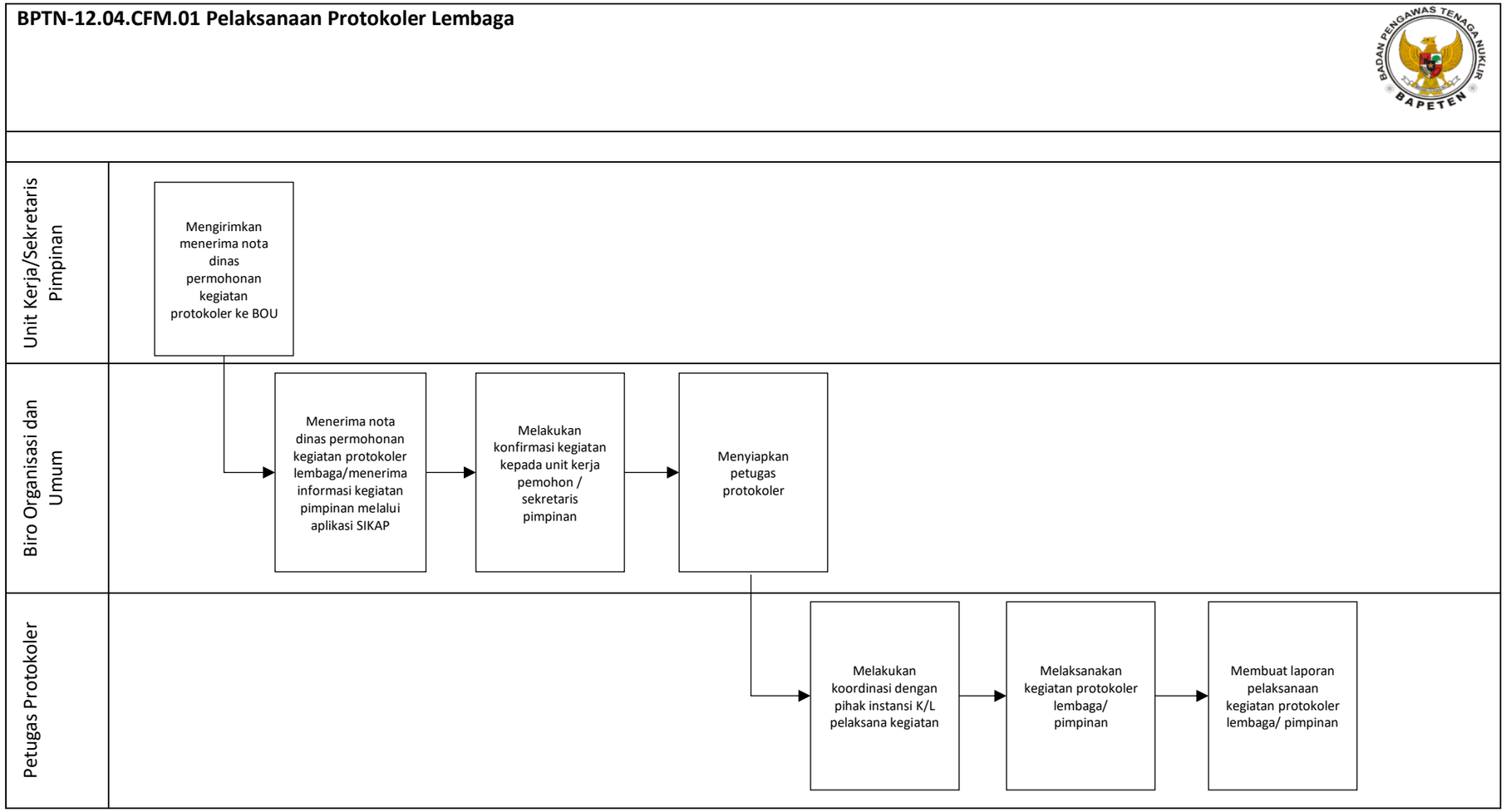BPTN-12.04.CFM.01 Pelaksanaan Protokoler Lembaga