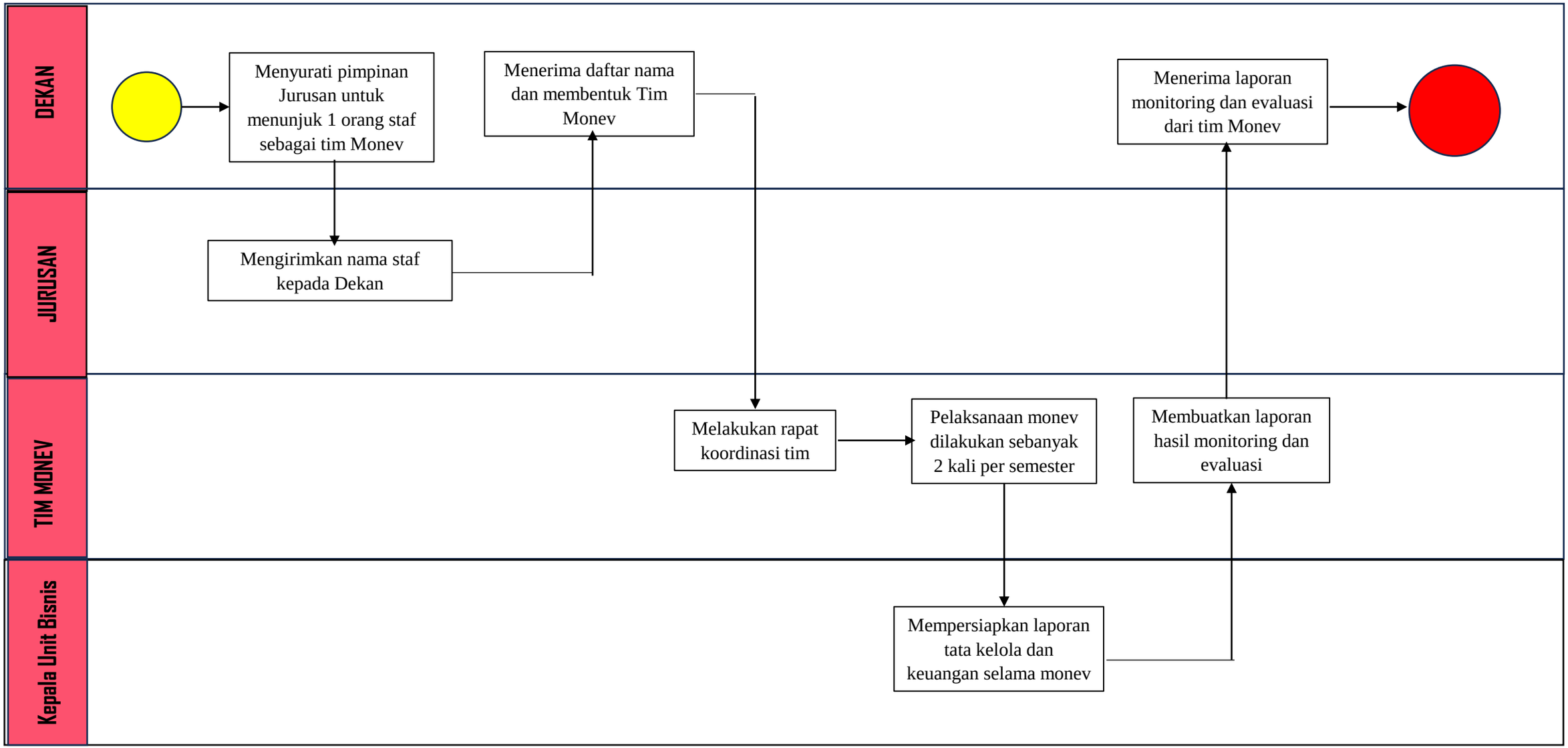SOP MONITORING dan EVALUASI UNIT BISNIS