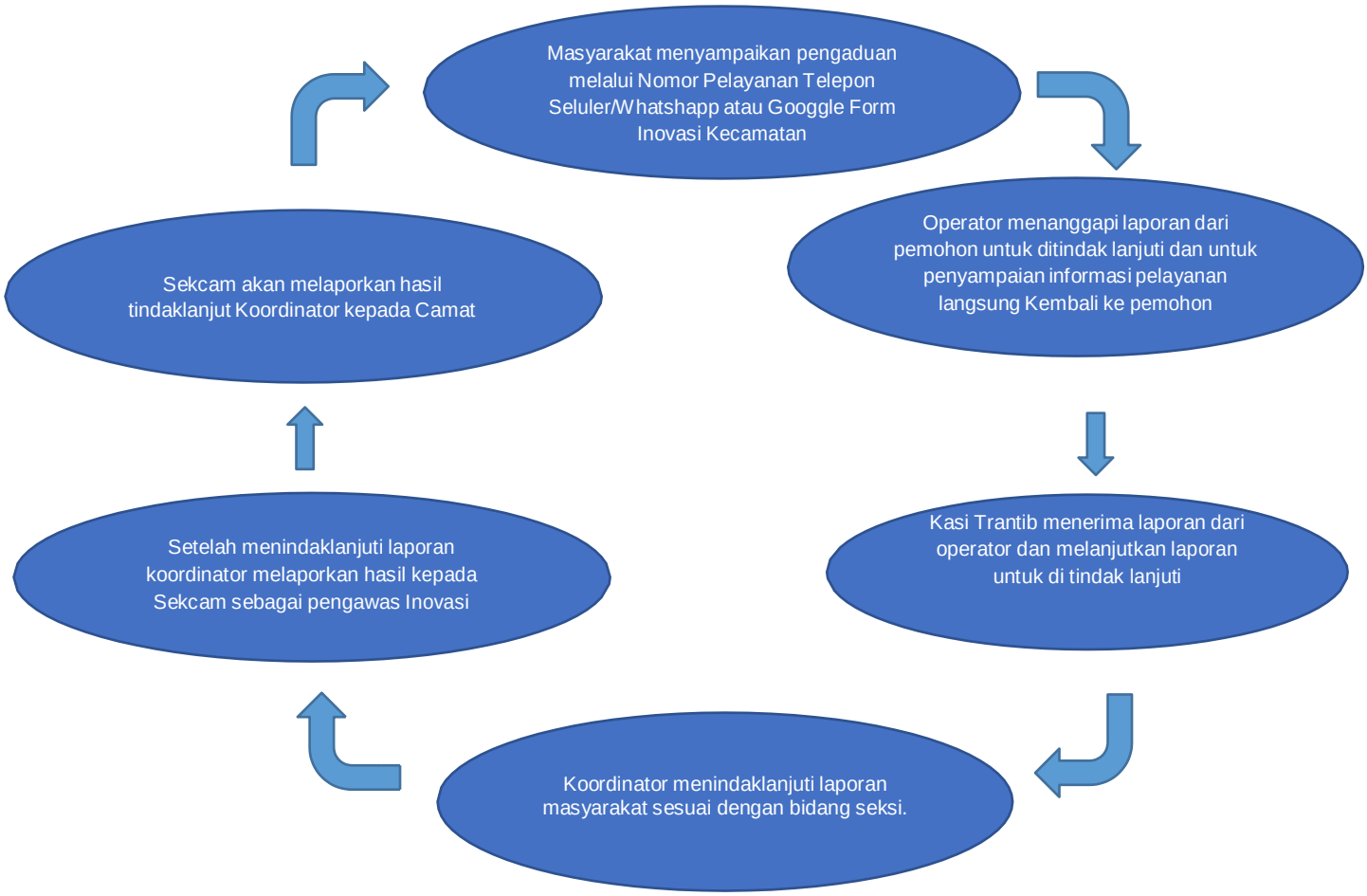ALUR PROSES INOVASI TIM REAKSI CEPAT EFEKTIF DAN RESPONSIF (TRACER)