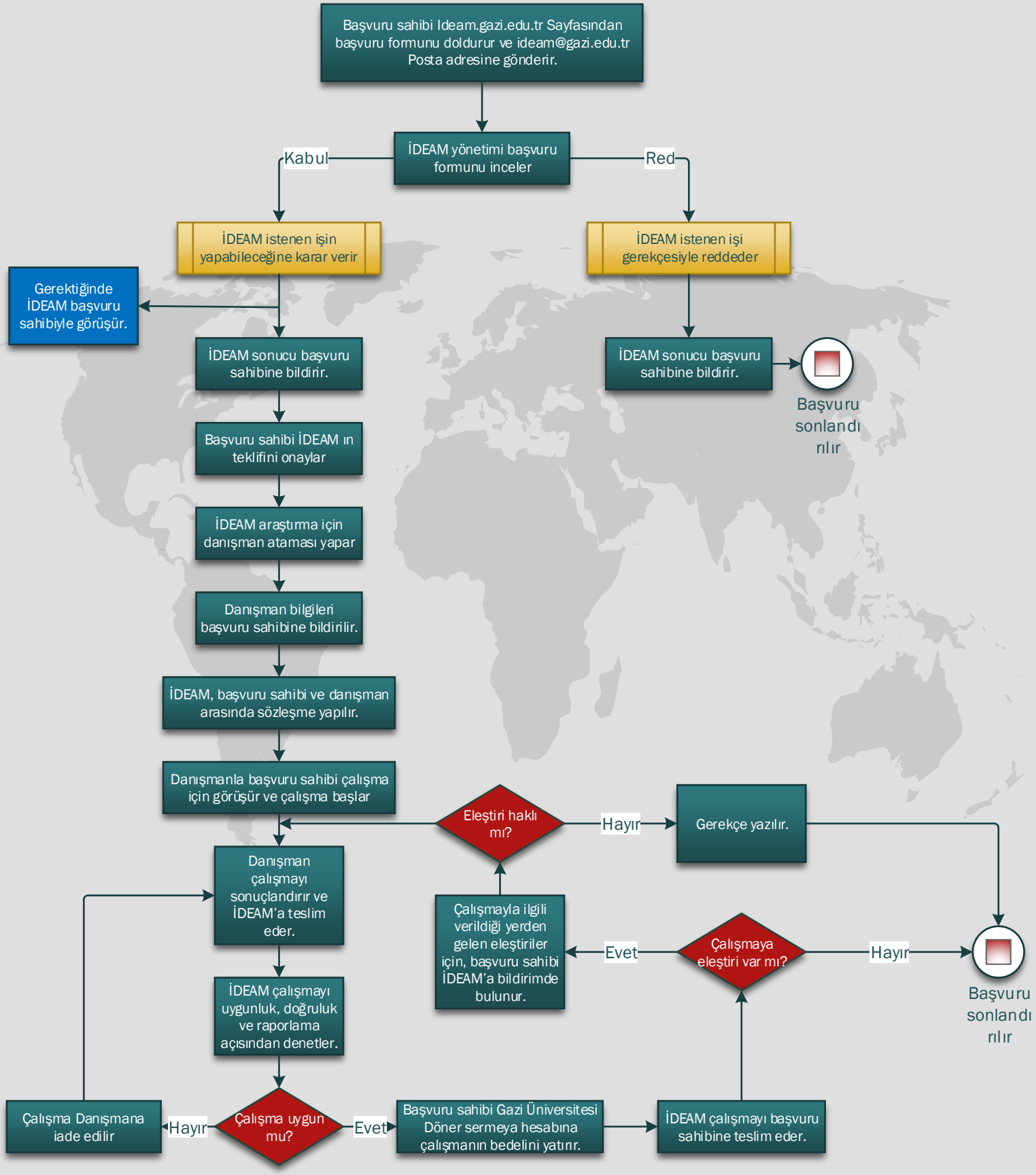İŞ AKIŞ ŞEMASI