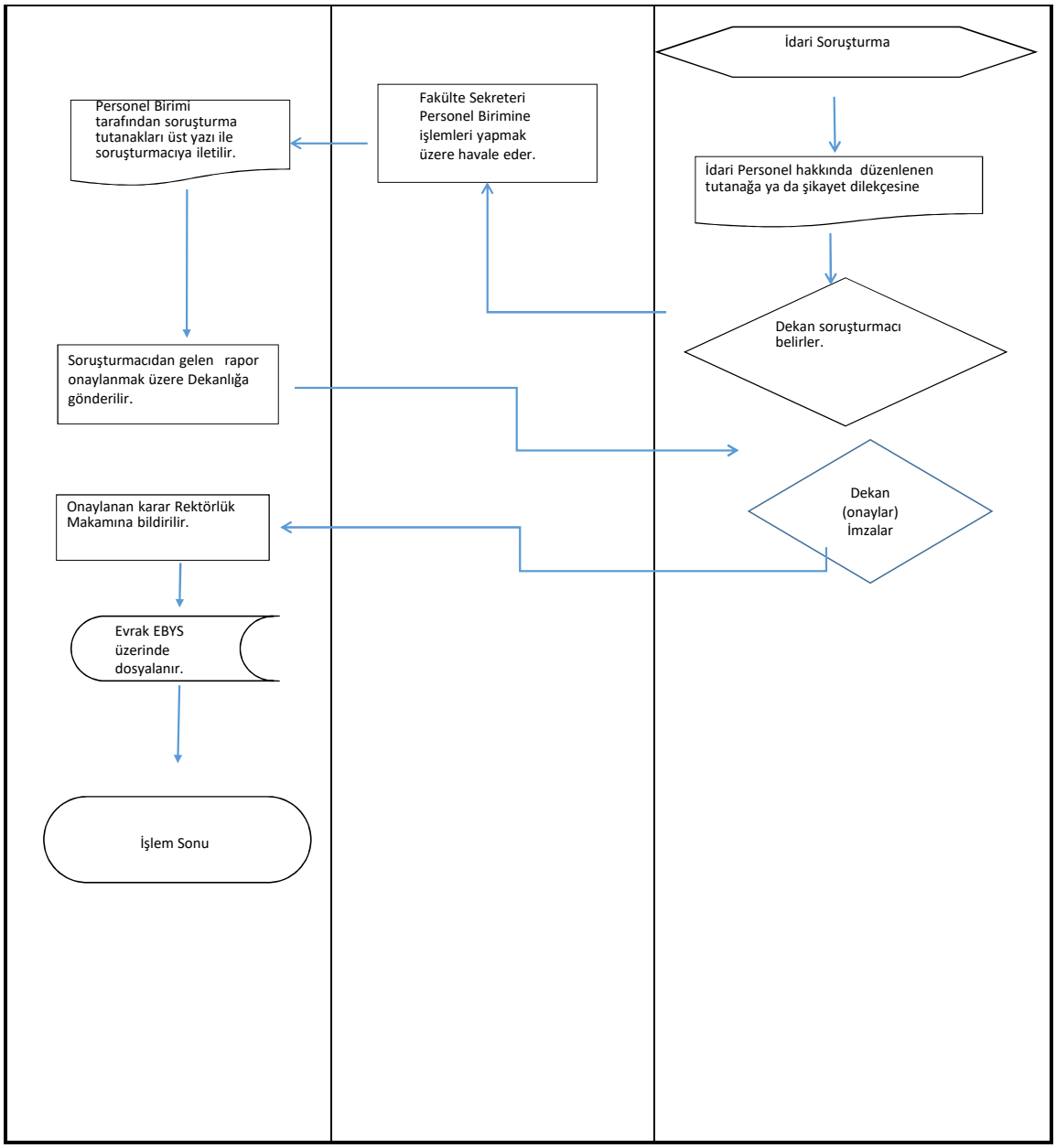İŞ AKIŞ SÜRECİ İDARİ PERSONEL SORUŞTURMA