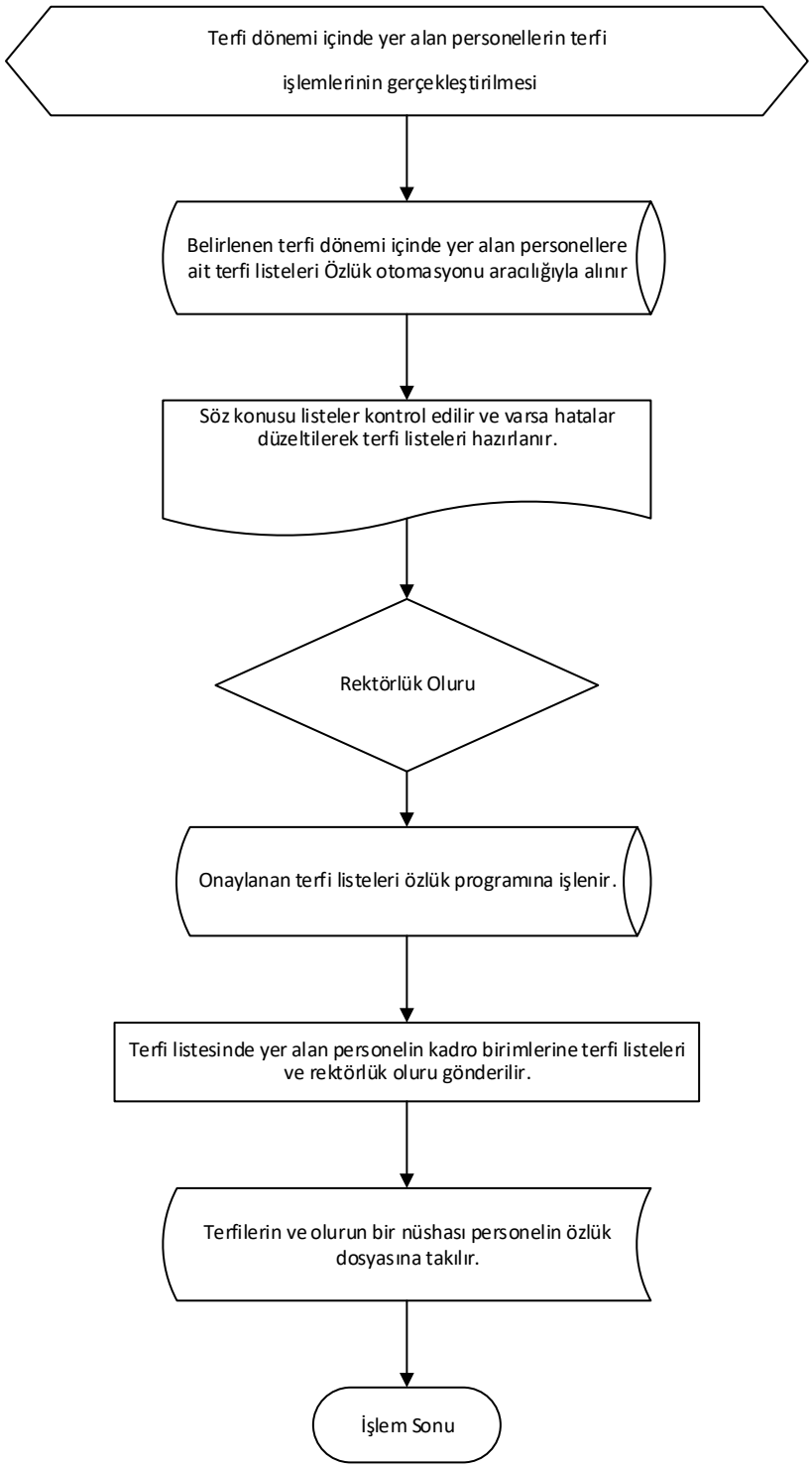**TERFİ İŞ AKIŞ SÜRECİ**