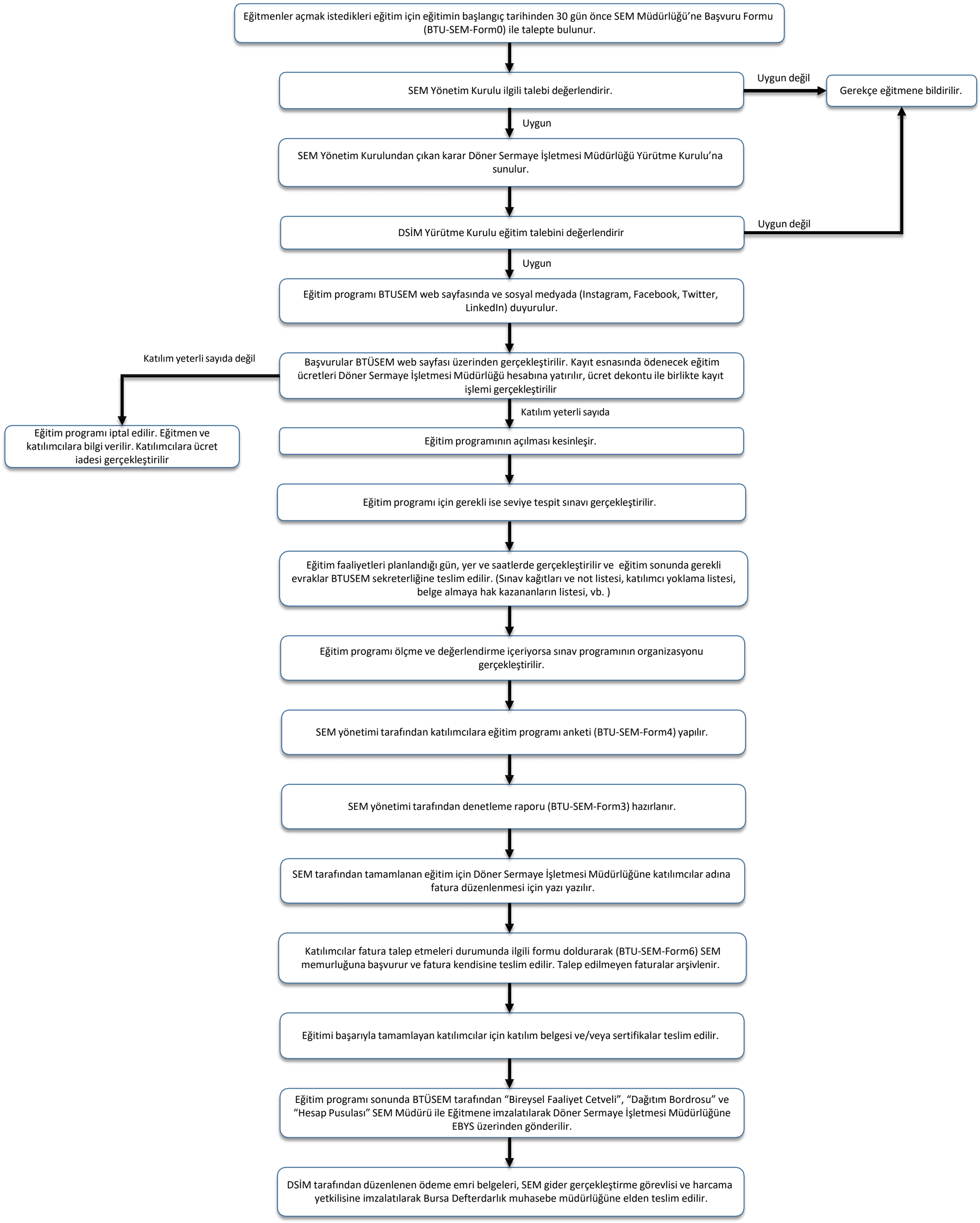GENEL İŞ AKIŞ ŞEMASI