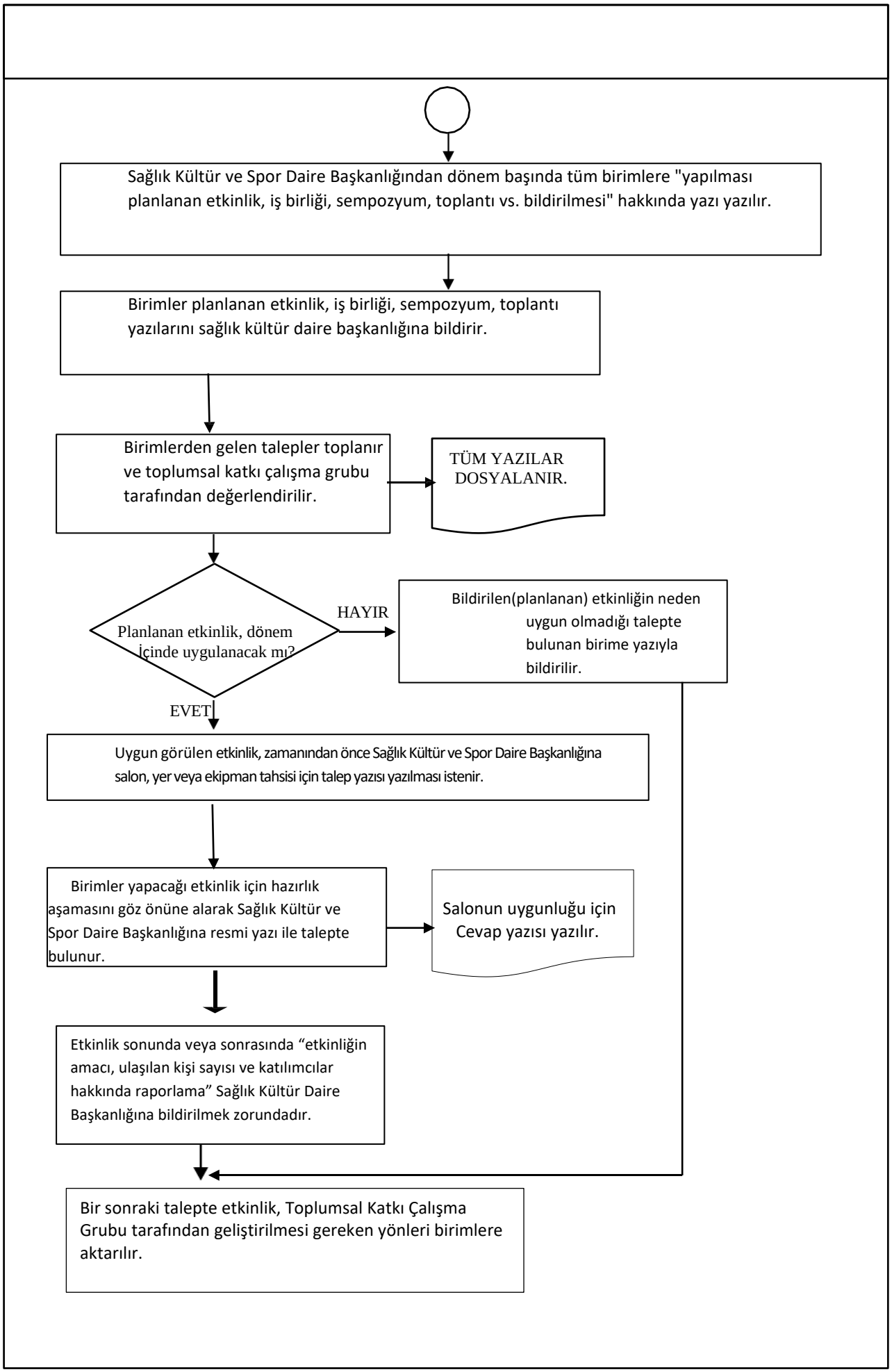TOPLUMSAL KATKIYA YÖNELİK TANIMLI SÜREÇLER İŞ AKIŞ ŞEMASI