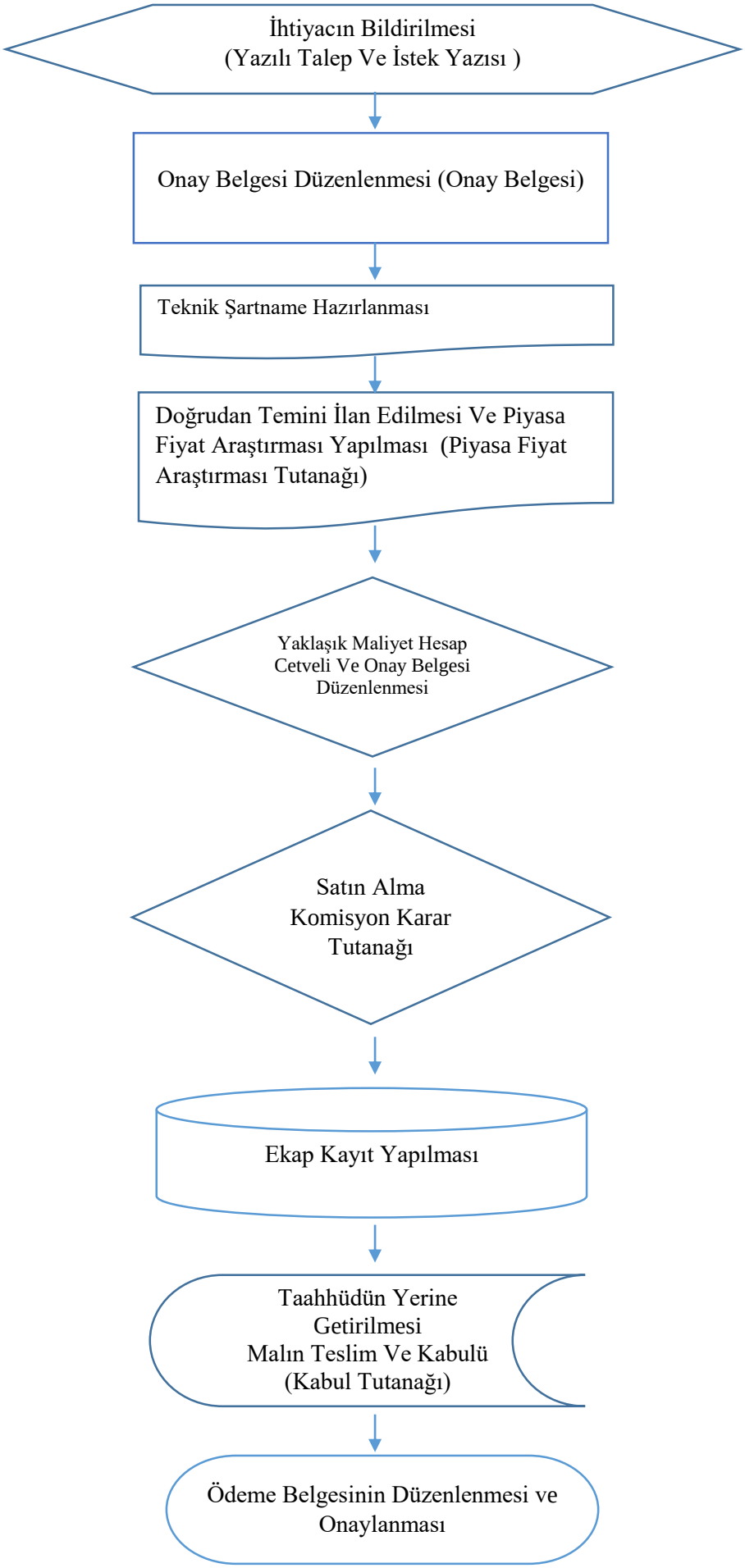SATINALMA BİRİMİ İŞ AKIŞ SÜRECİ