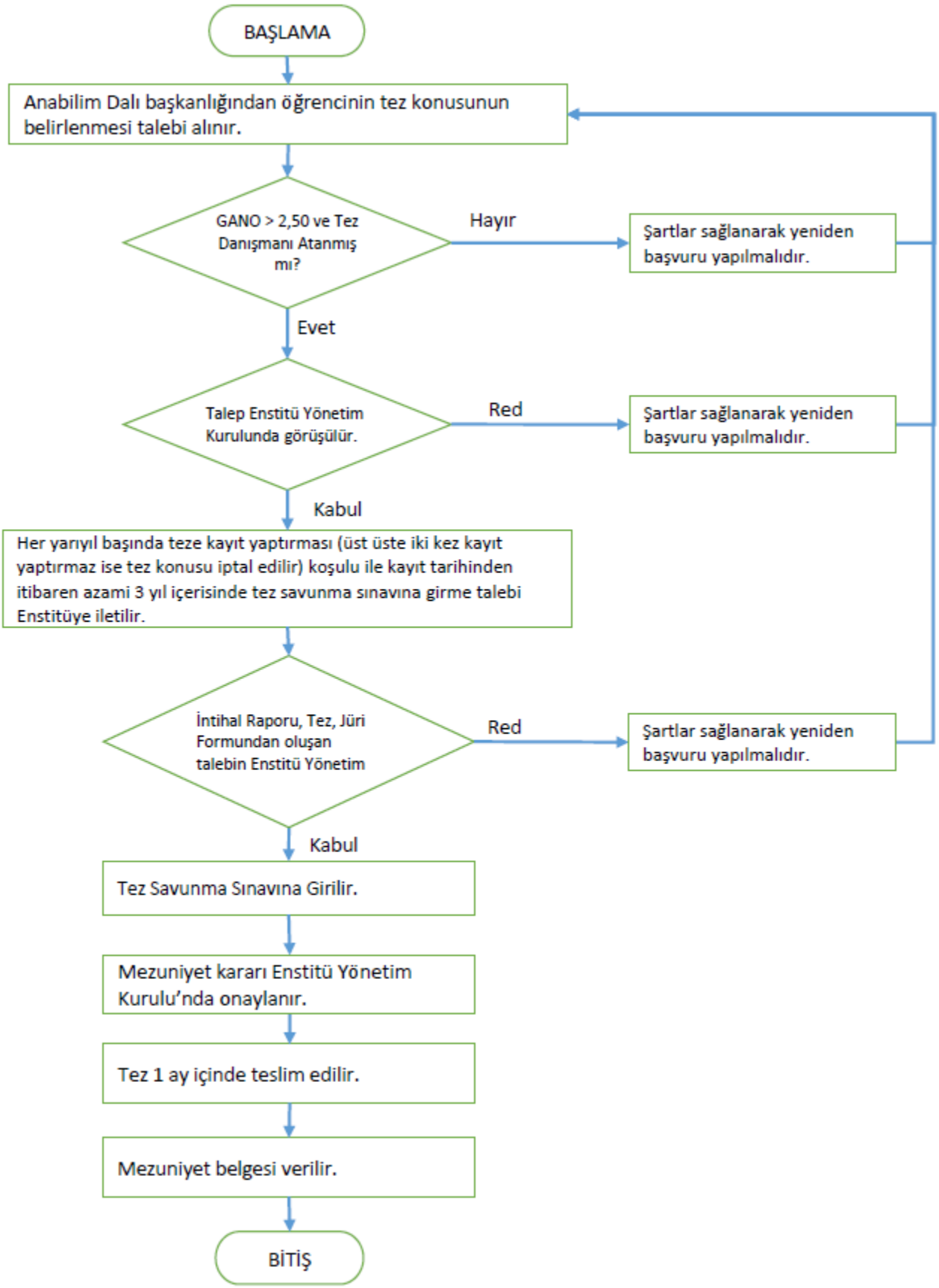İŞ AKIŞIN ADI: YÜKSEK LİSANS PROGRAMI ÖZET SÜREÇ