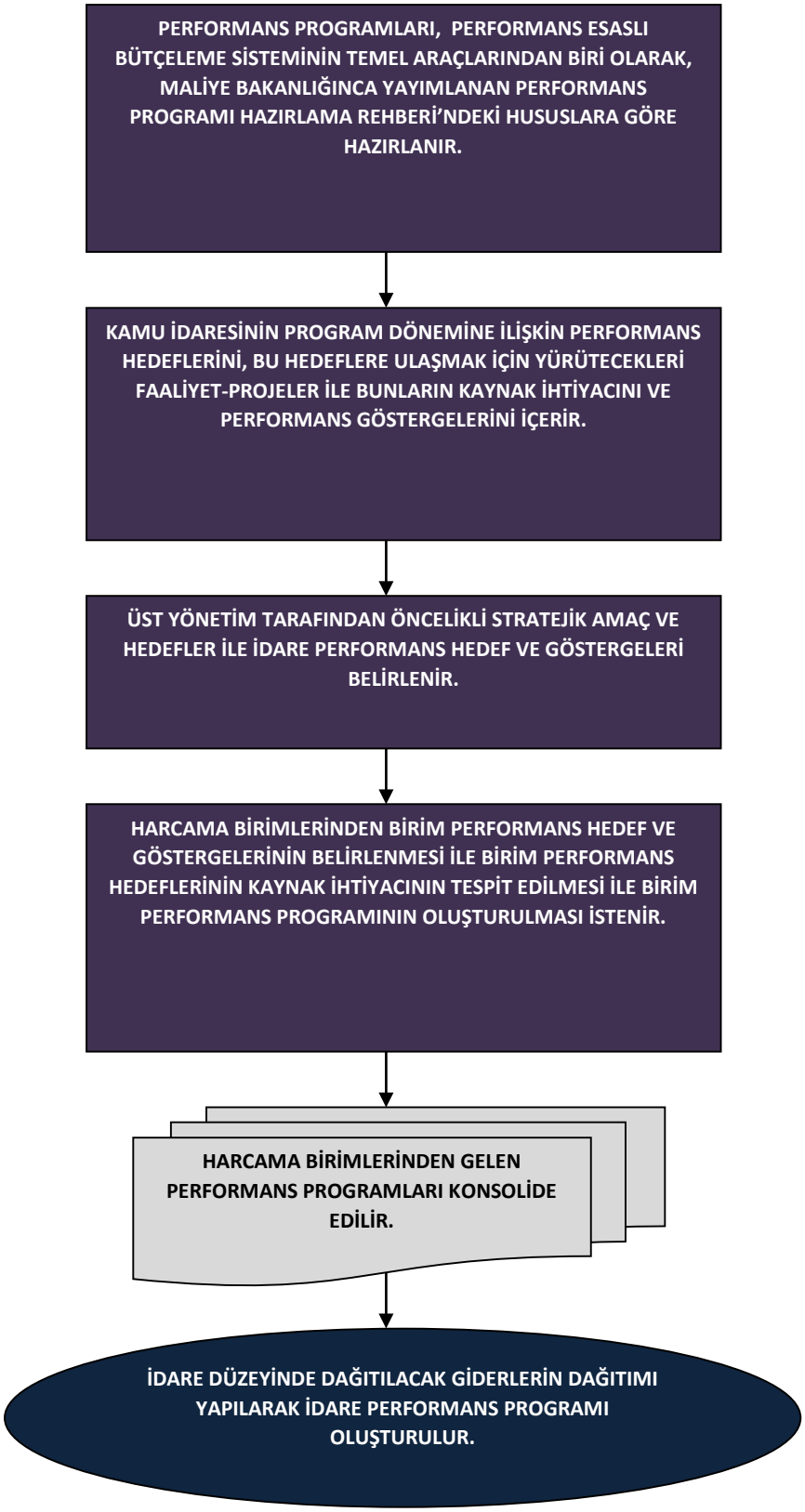PERFORMANS PROGRAMI HAZIRLAMA İŞ AKIŞ SÜRECİ