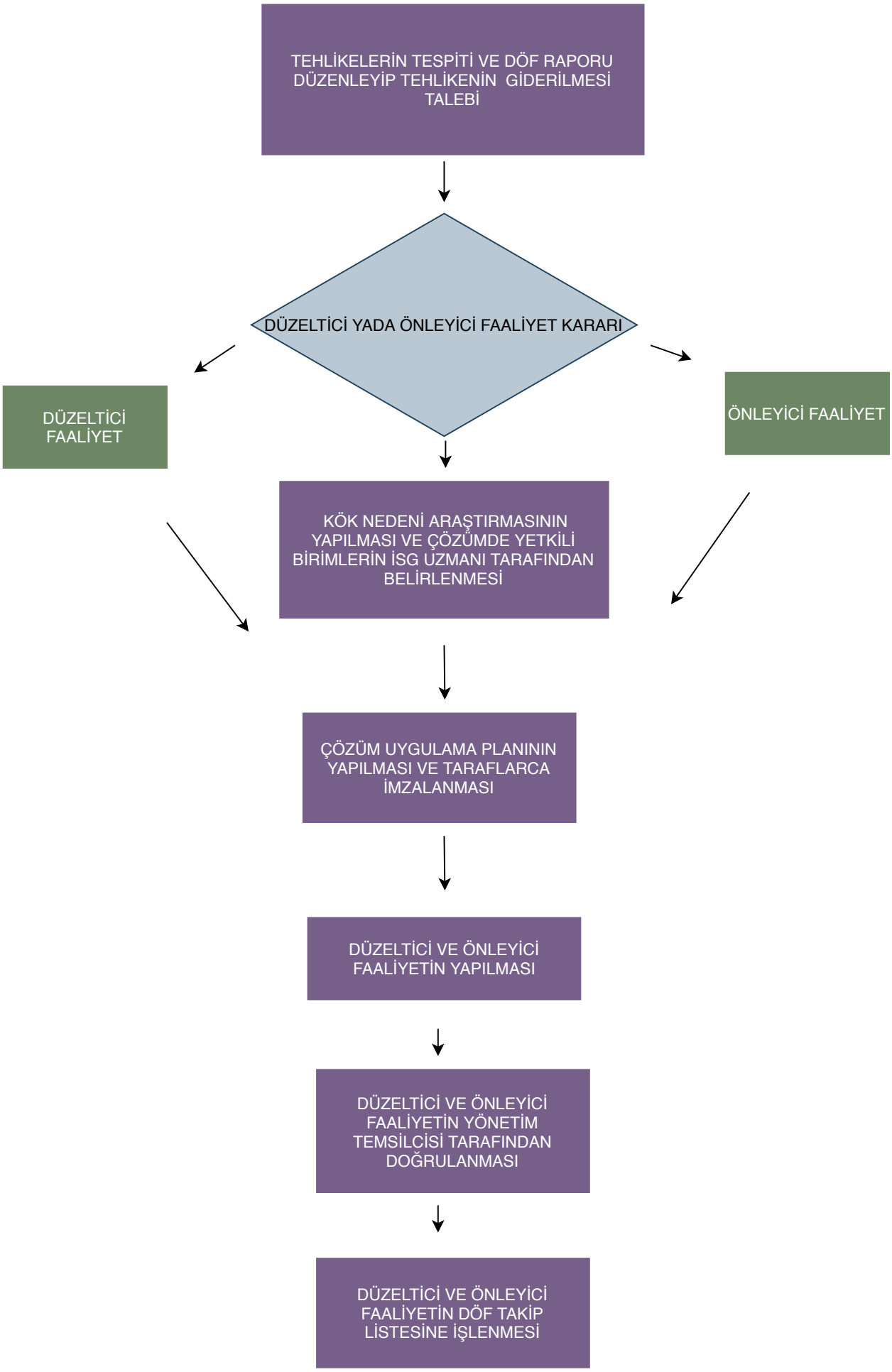DÜZELTİCİ VE ÖNLEYİCİ FAALİYET İŞ AKIŞ ŞEMASI