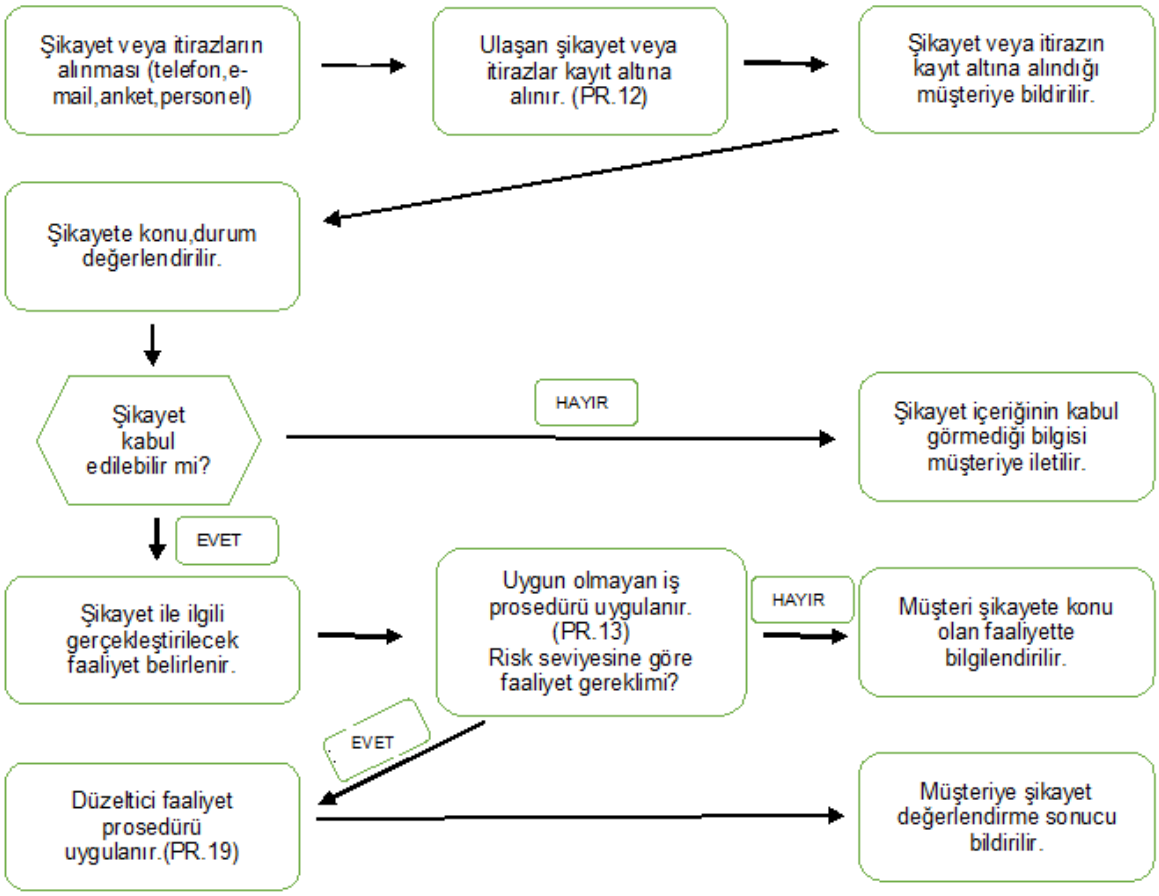İŞLEM AKIŞ ŞEMASI