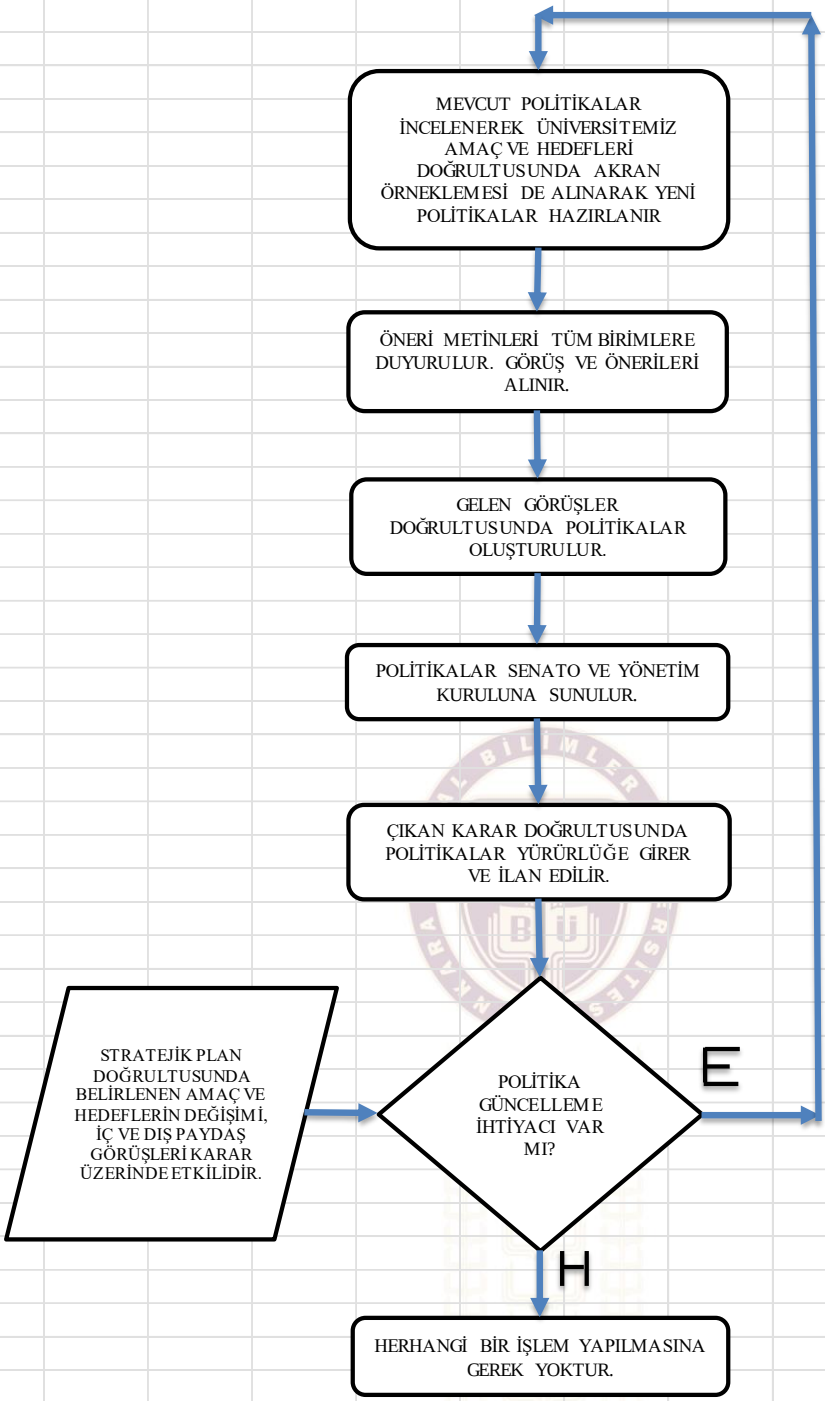POLİTİKA OLUŞTURMA İŞ AKIŞ ŞEMASI