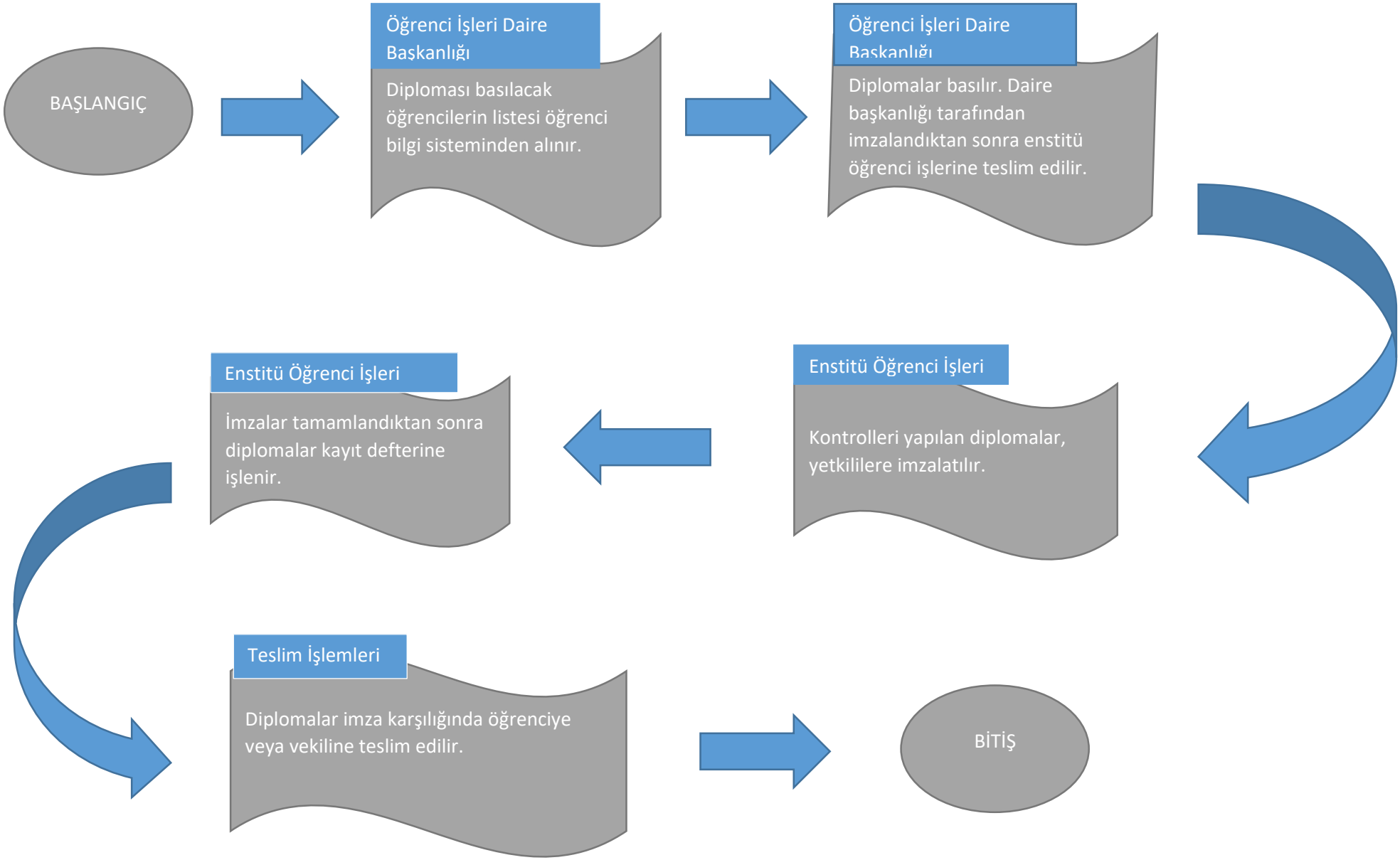DİPLOMA İŞLEMLERİ İŞ AKIŞ SÜRECİ