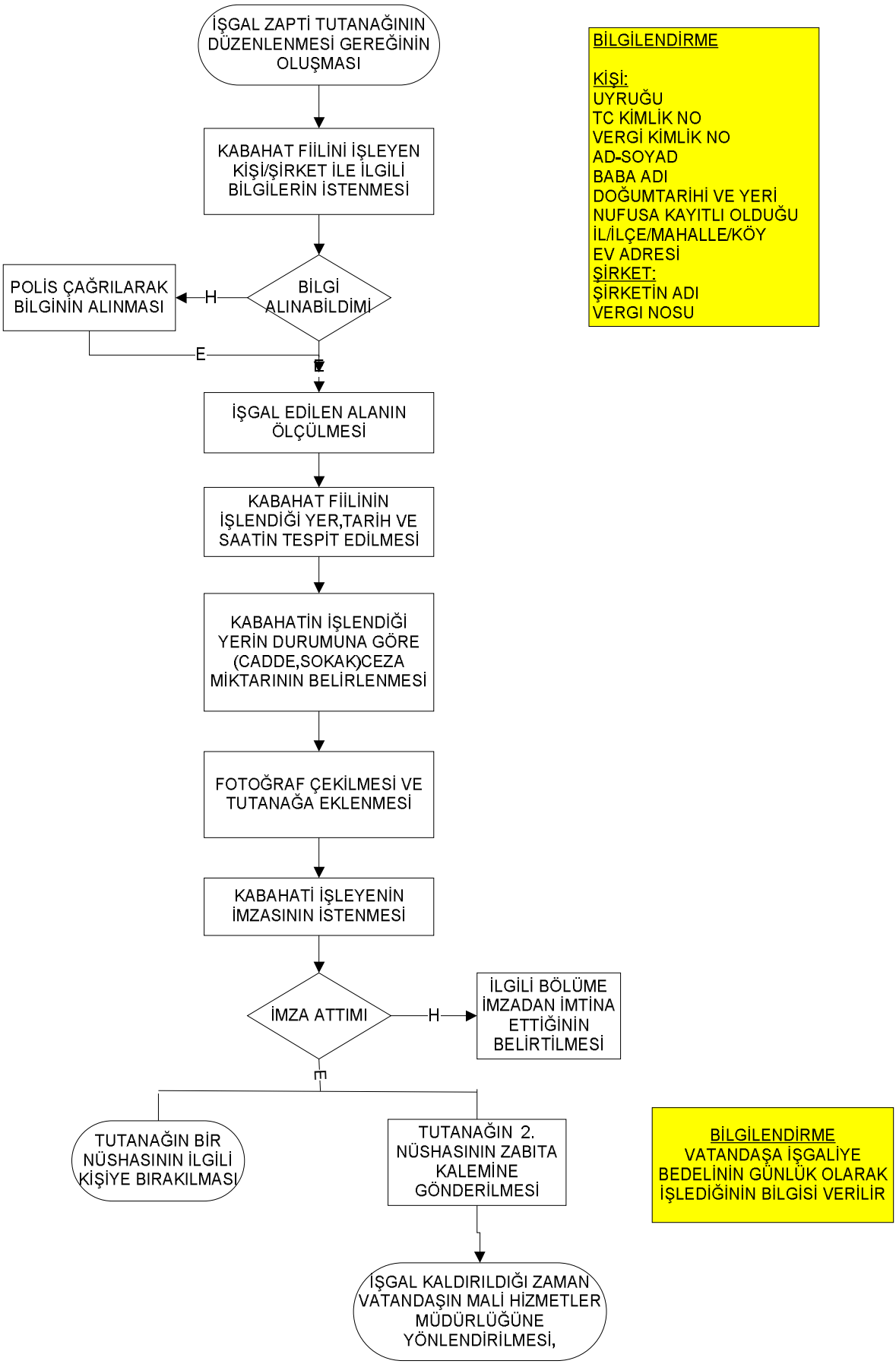İŞGAL ZAPTI TUTANAĞI DÜZENLENMESİ İŞ AKIŞ ŞEMASI