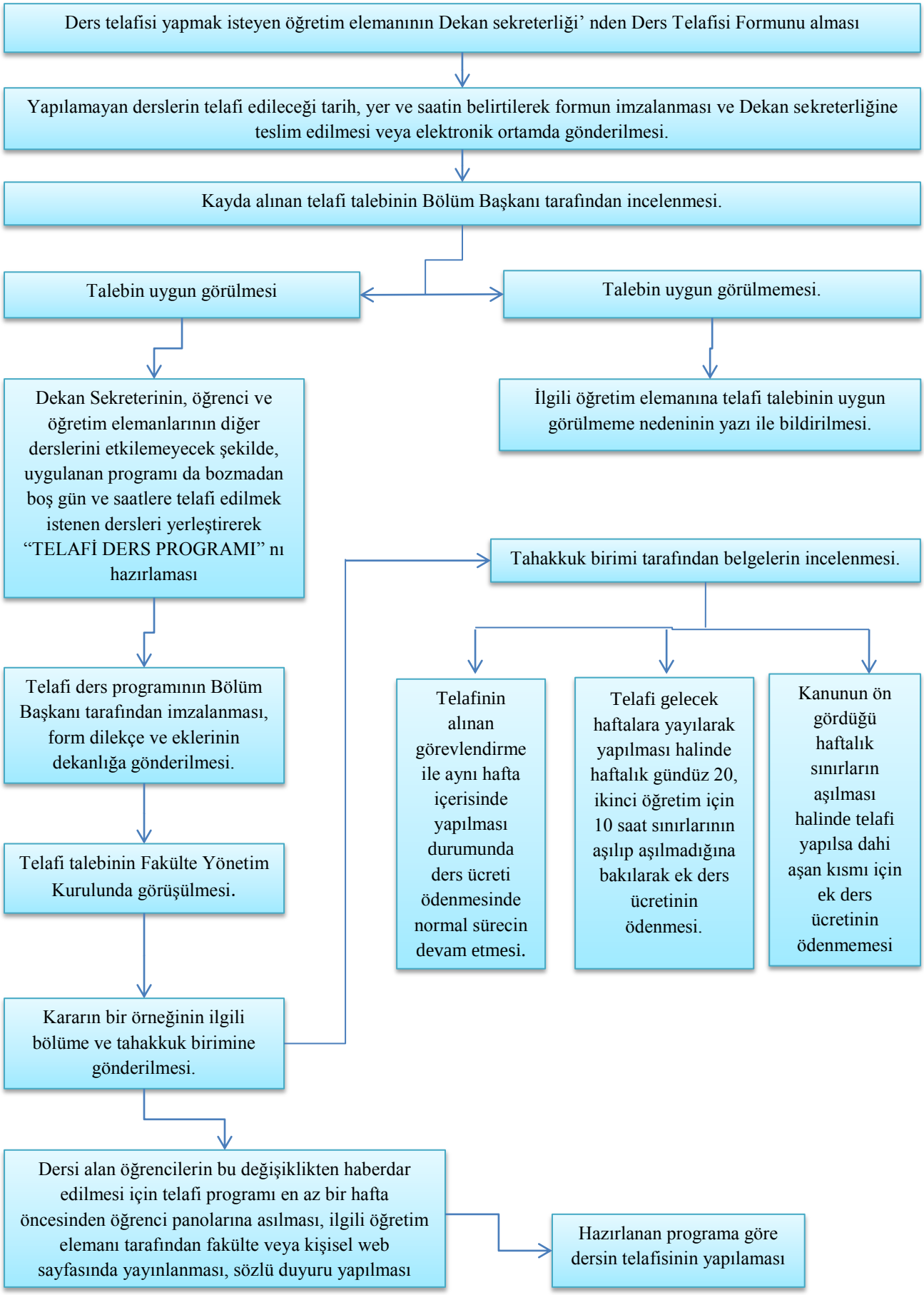DERS TELAFİSİ TEMEL SÜREÇ ve ALT SÜREÇLER