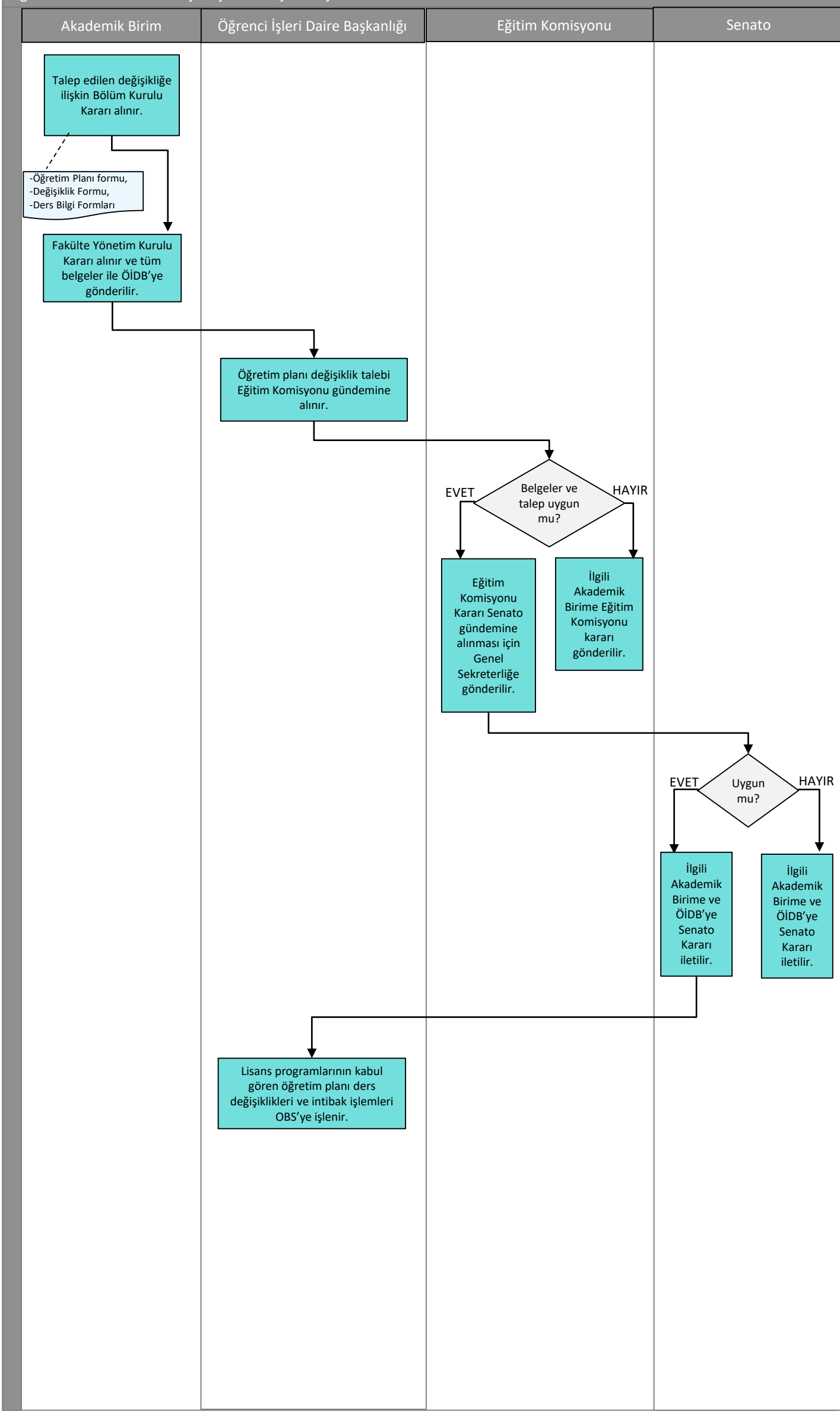Öğretim Planı Belirlenmesi İş Akış Süreci- İŞ SÜREÇ MODELİ