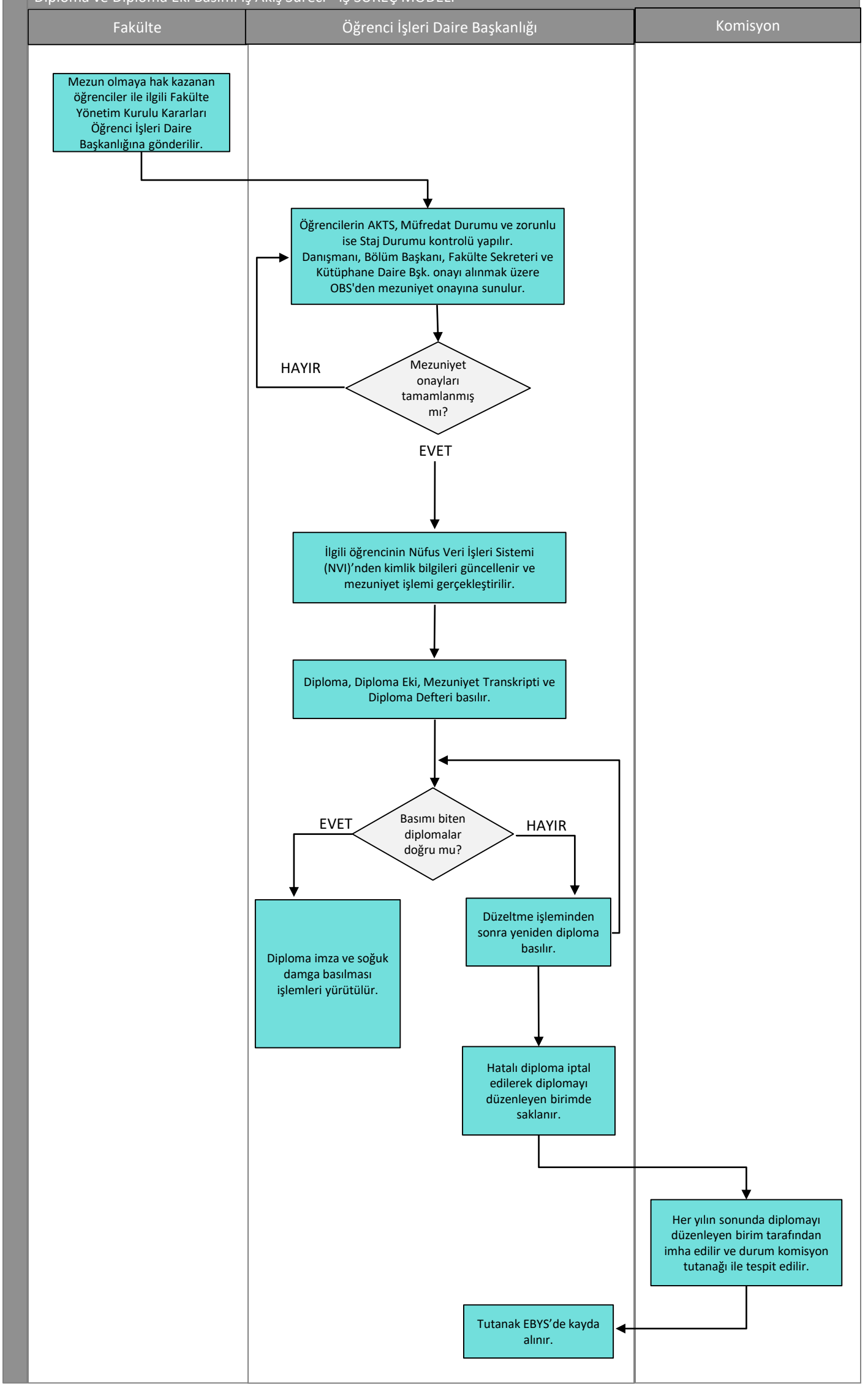Diploma ve Diploma Eki Basımı İş Akış Süreci - İŞ SÜREÇ MODELİ