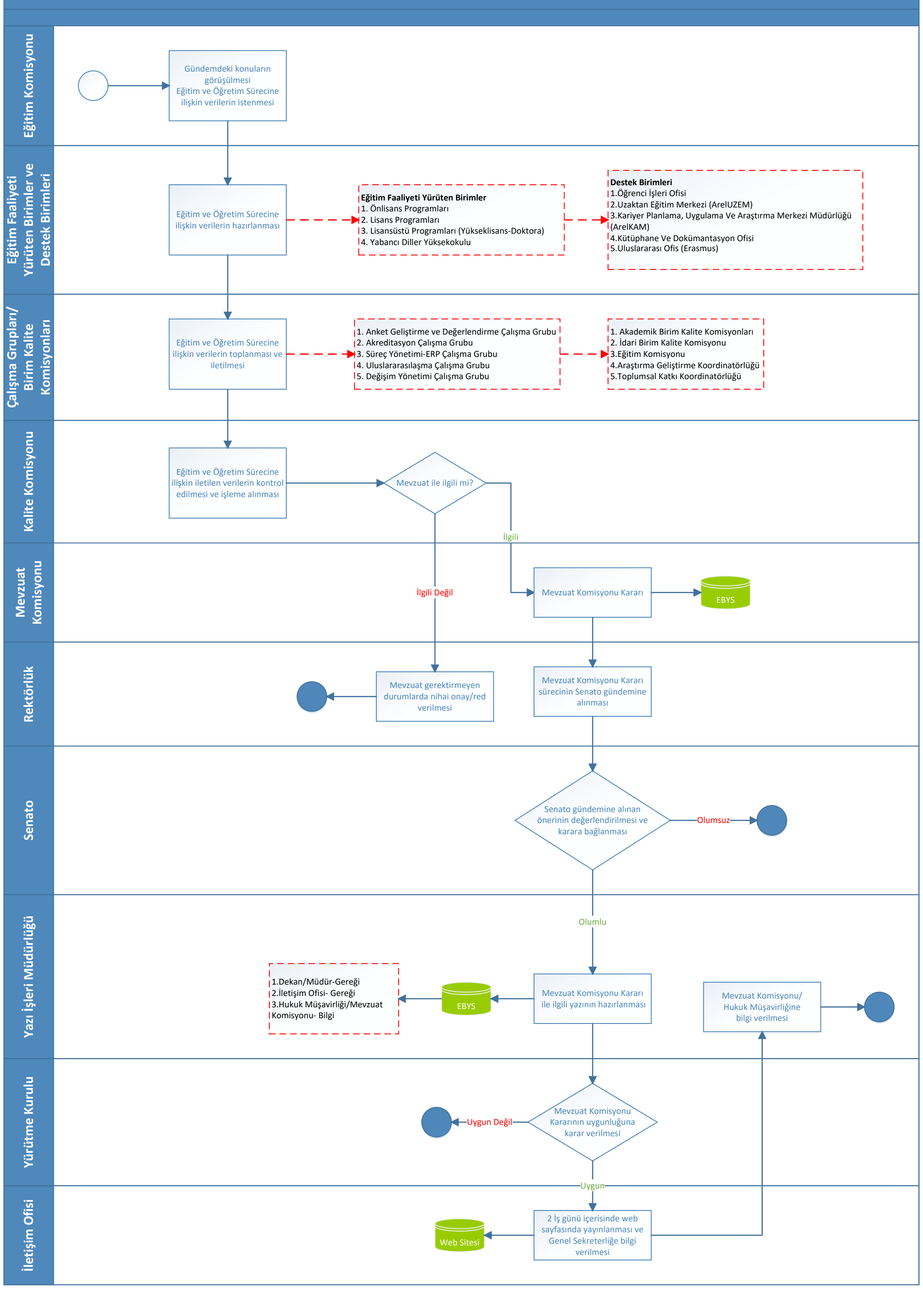İA.KYS.019. EĞİTİM VE ÖĞRETİM SÜRECİ İŞ AKIŞI