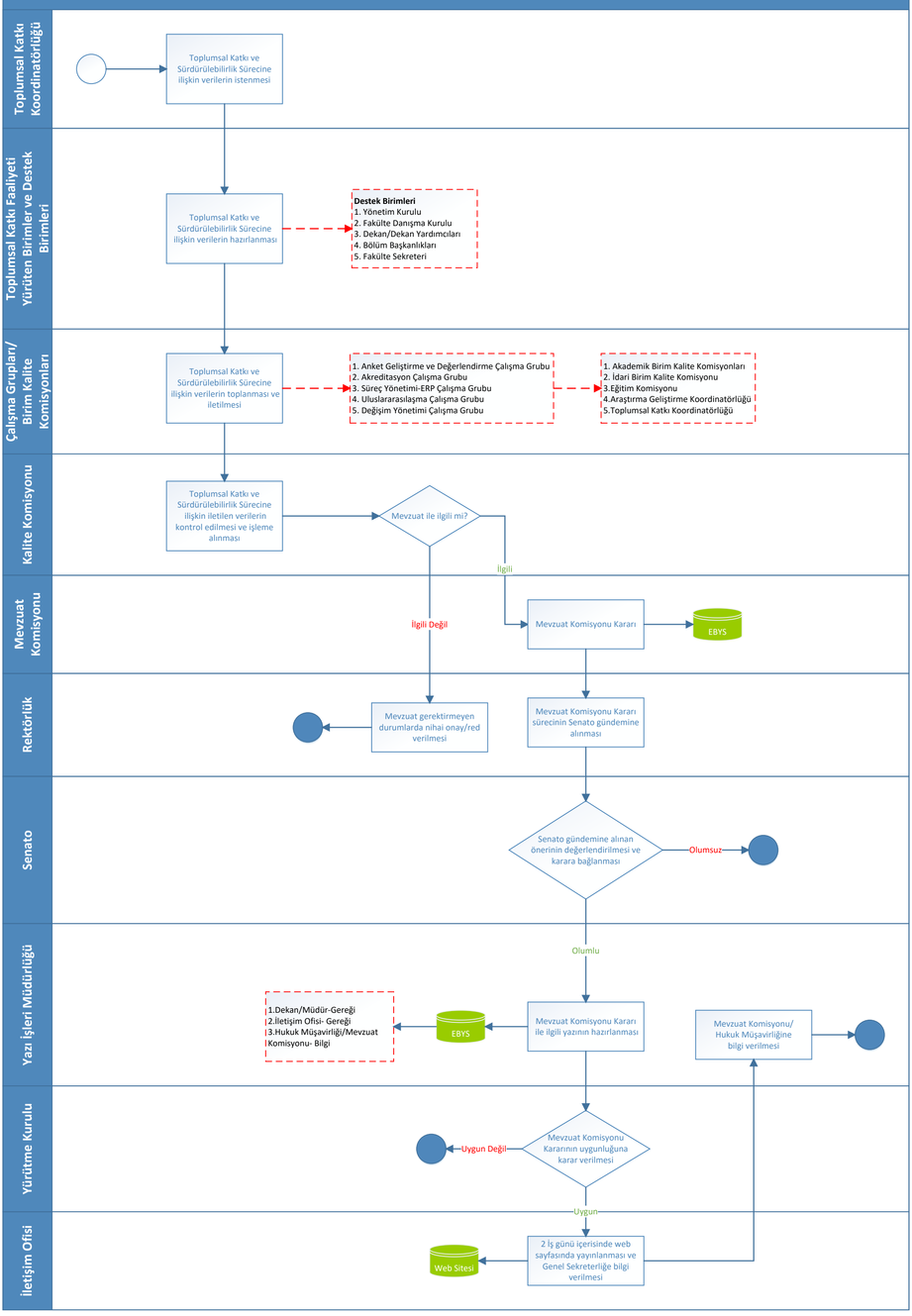İA.KYS.021. TOPLUMSAL KATKI VE SÜRDÜRÜLEBİLİRLİK SÜRECİ İŞ AKIŞI