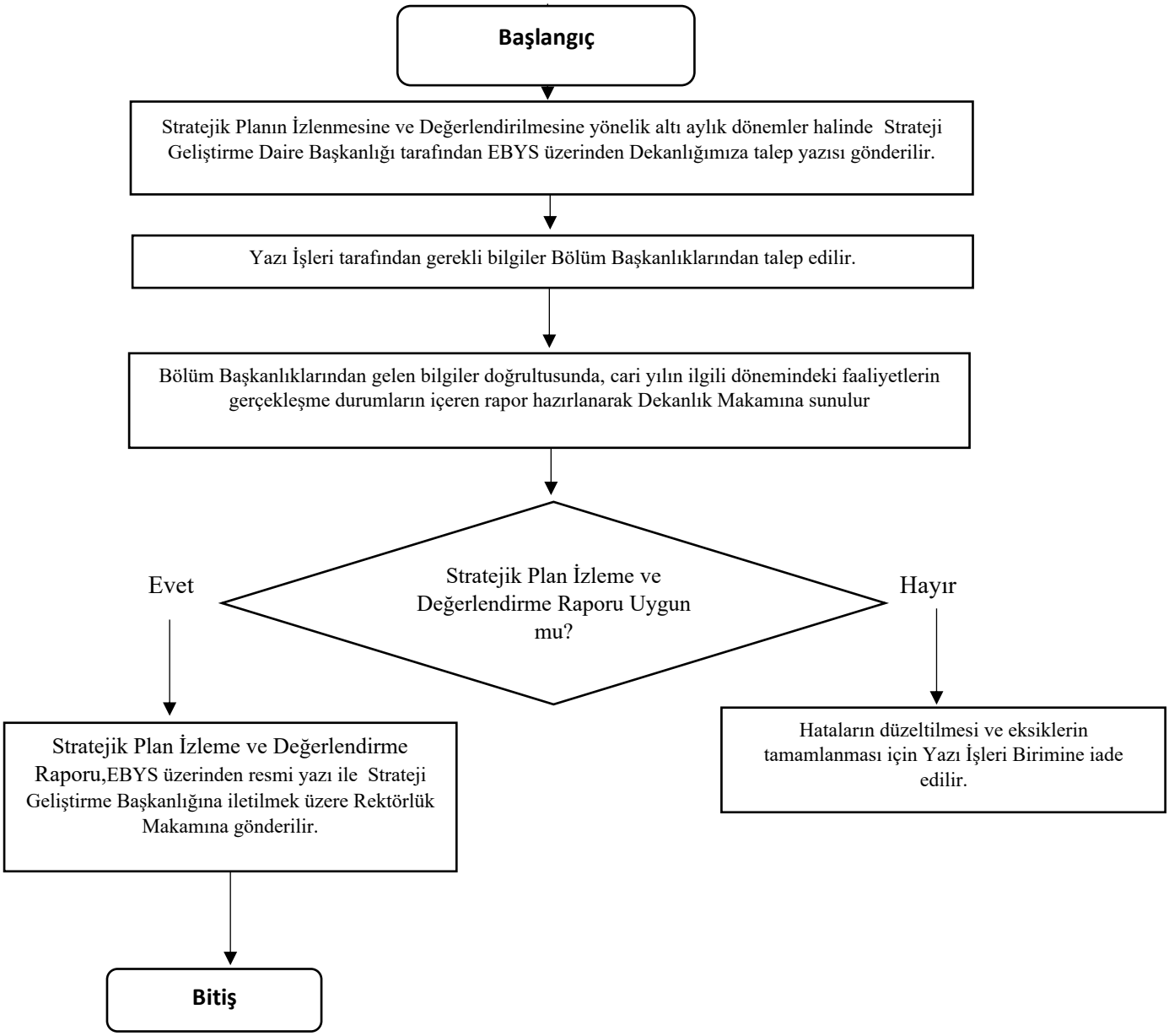STRATEJİK PLANIN İZLENMESİ VE DEĞERLENDİRİLMESİ SÜRECİ İŞ AKIŞ ŞEMASI