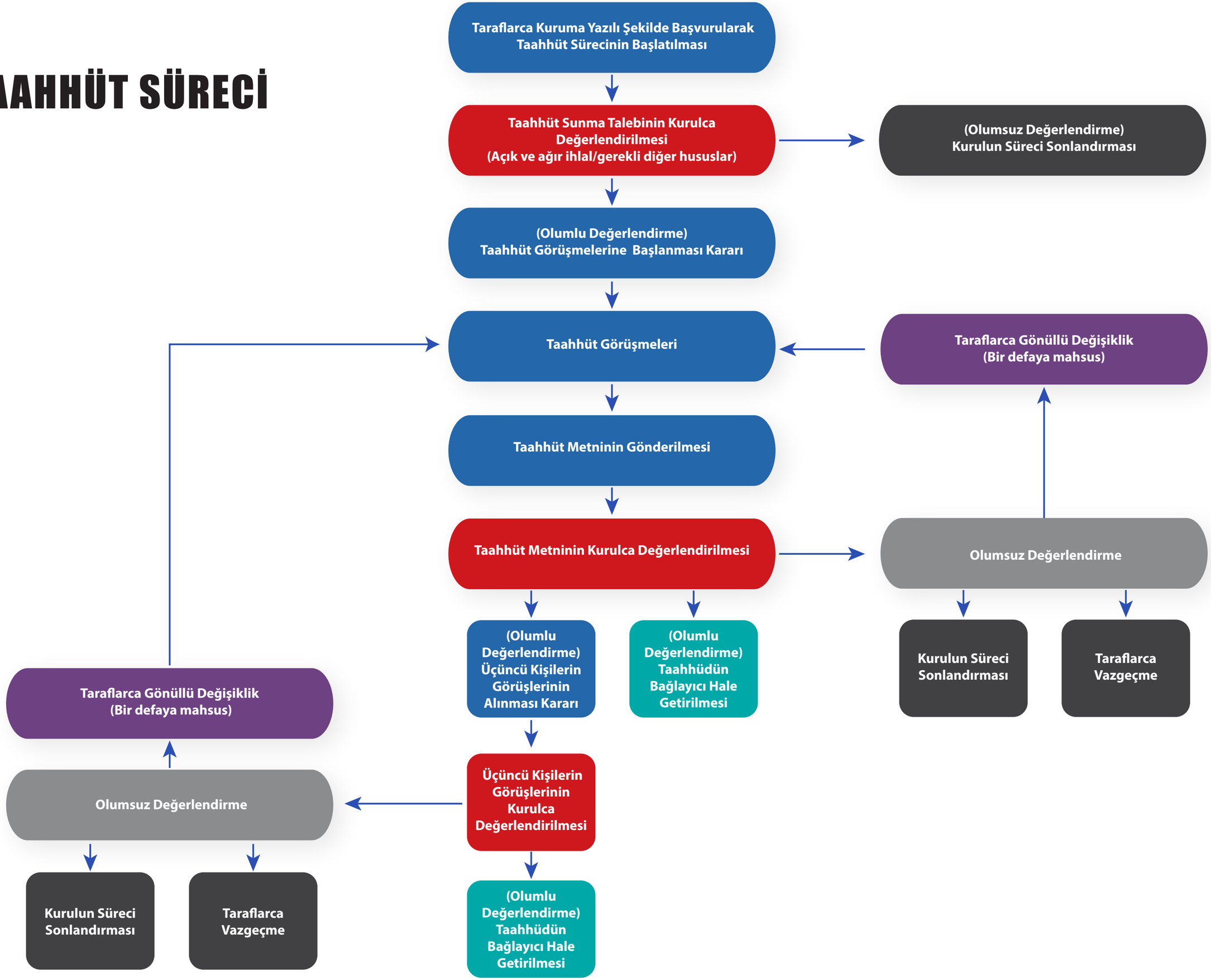TAAHHÜT SÜRECİ