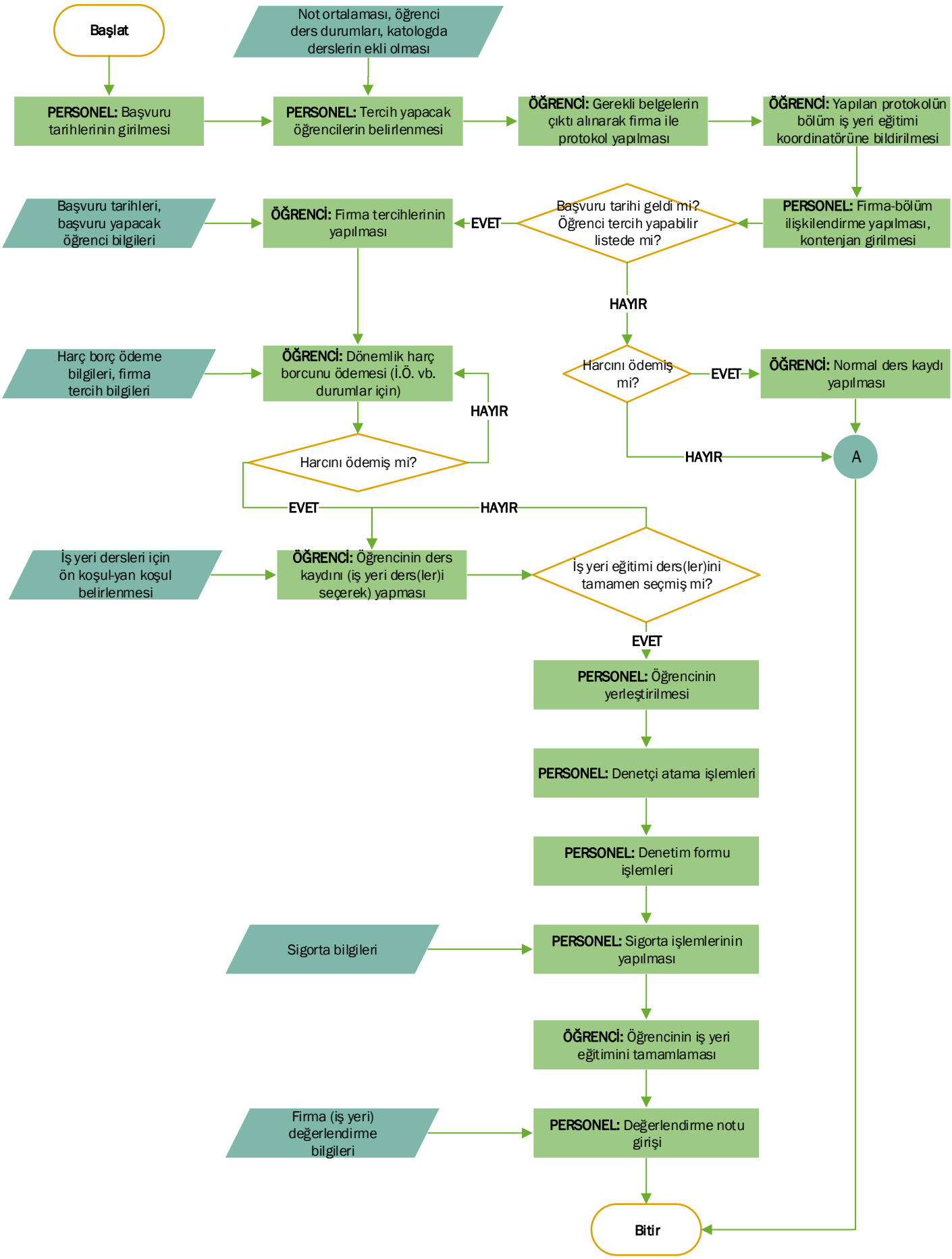İŞ YERİ EĞİTİMİ GENEL SÜRECİ