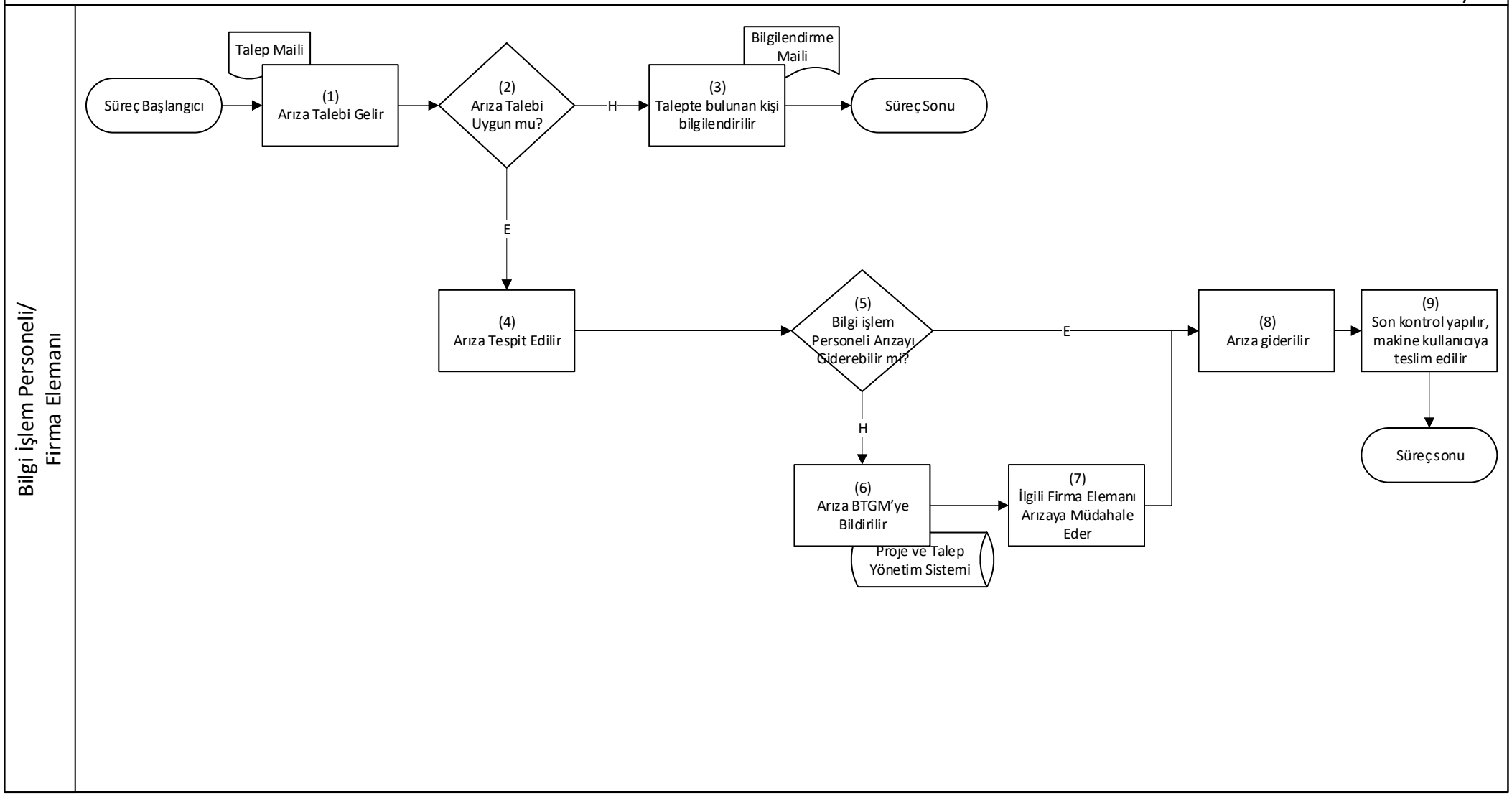İşletim Süreci