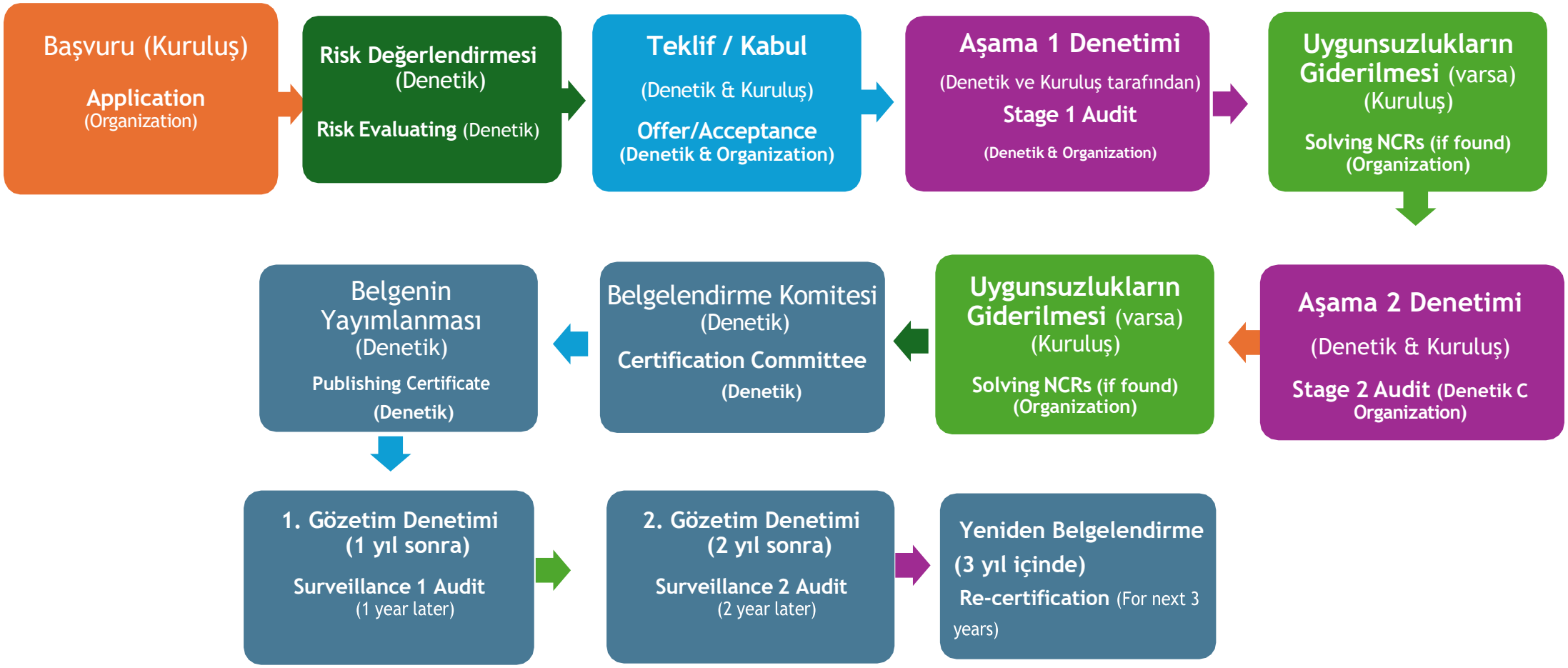Sertifikasyon Süreci-Certification Process