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## Süreç Yönetimi

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### Topics:

- Core Concepts: Value, Context, Stakeholders, Need, Solution, Change Management
- 4P: People, Process, Product, Partners
- Value Streams
- Process Documentation: Context Model, Functional Flow Diagram, Cross-Functional Flow Diagram, Process Flowcharting
- Common Risks
- Best Practices
- Process Testing
- Institutionalizing of processes, managing resistance to change