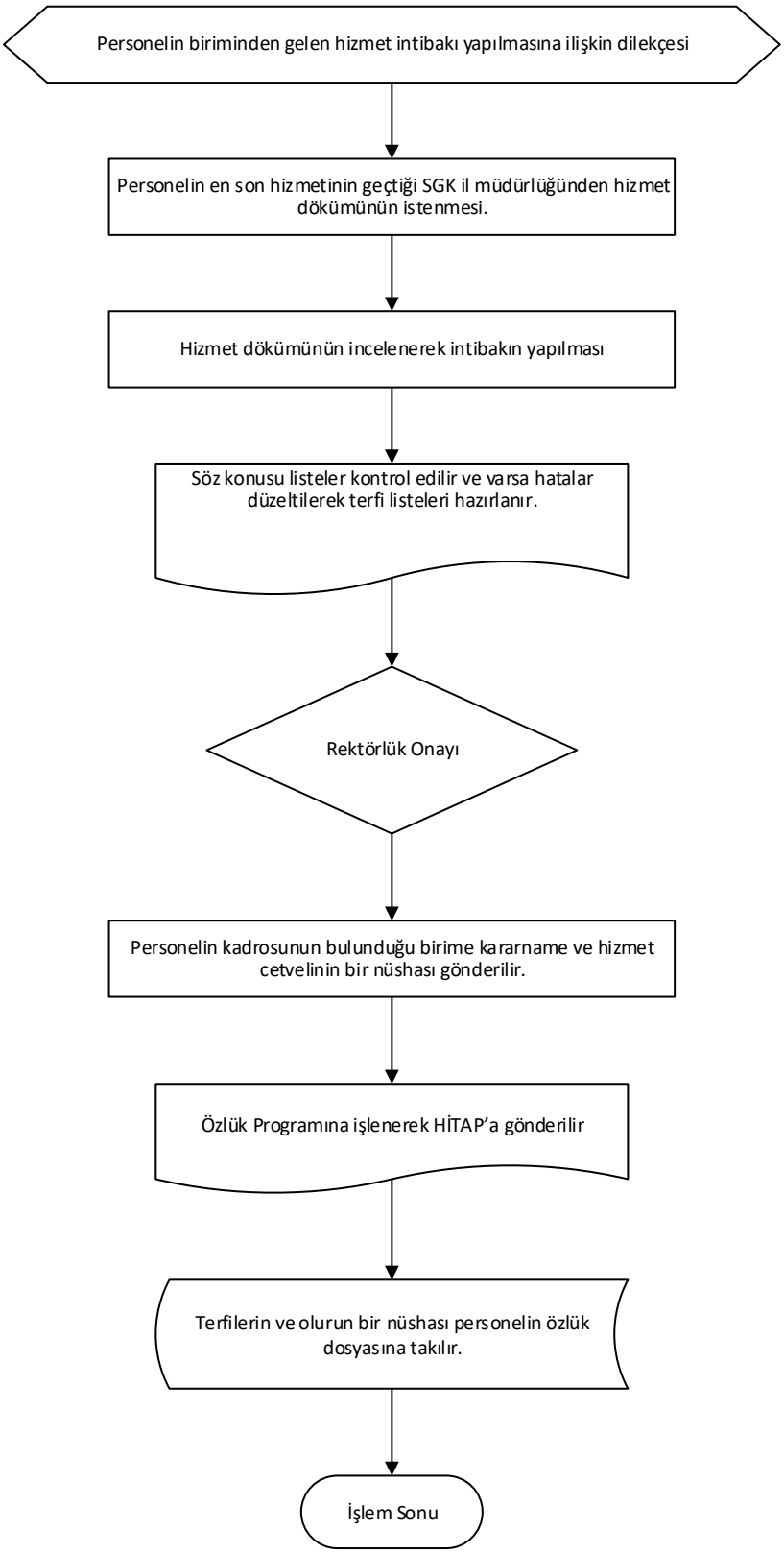HİZMET DEĞERLENDİRME İNTİBAKI İŞ AKIŞ SÜRECİ