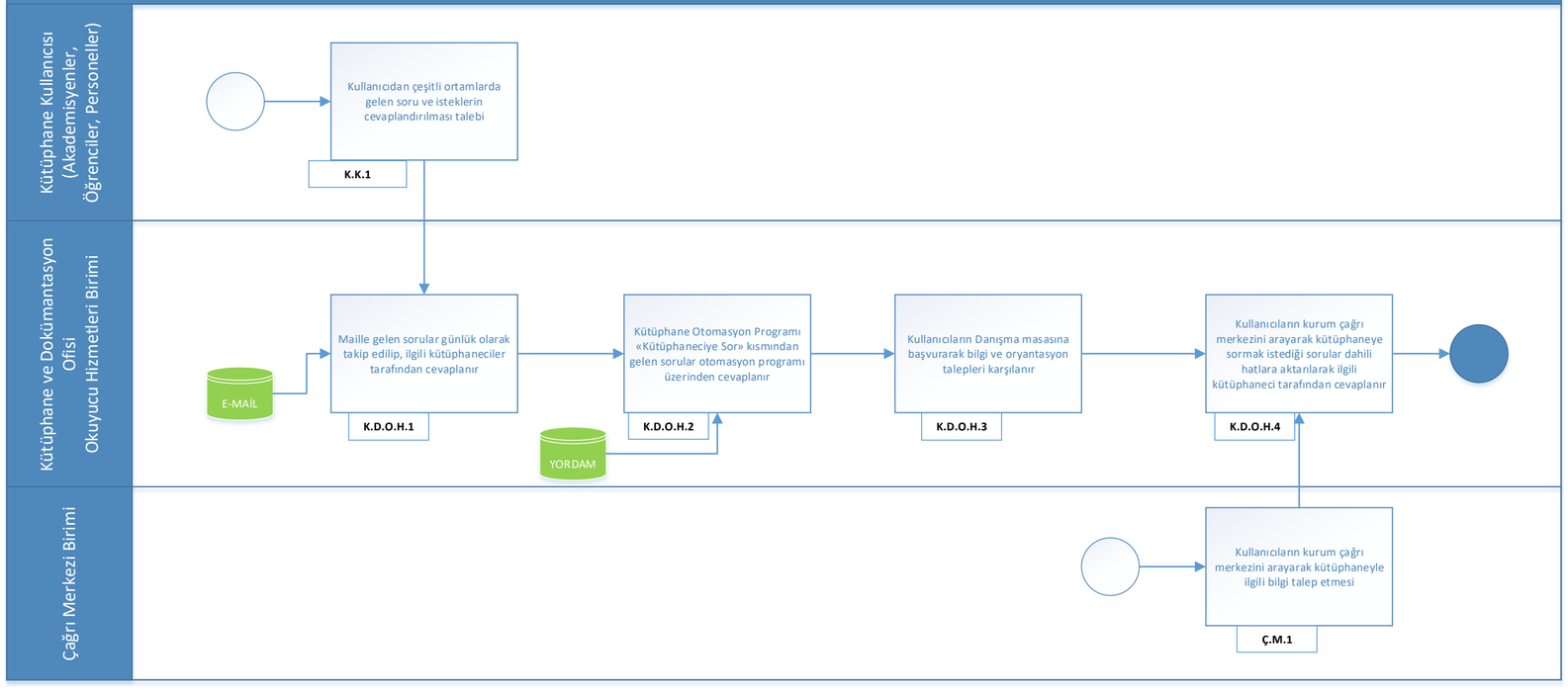İA.KTP.007.Okuyuzu Hizmetleri Danışma Hizmeti İş Akışı