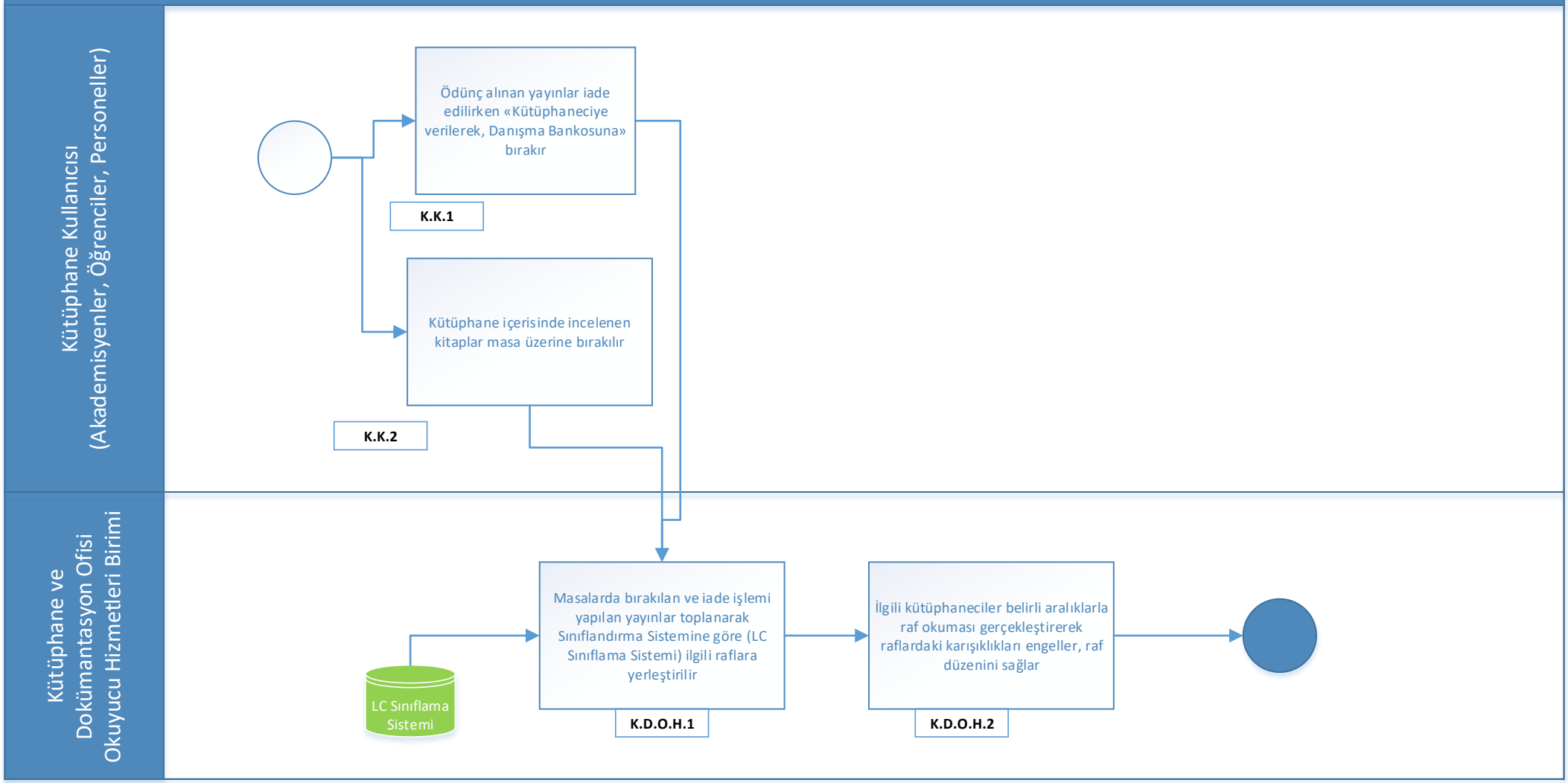İA.KTP.011.Okuyucy Hizmetleri Raf Düzenleme İş Akışı