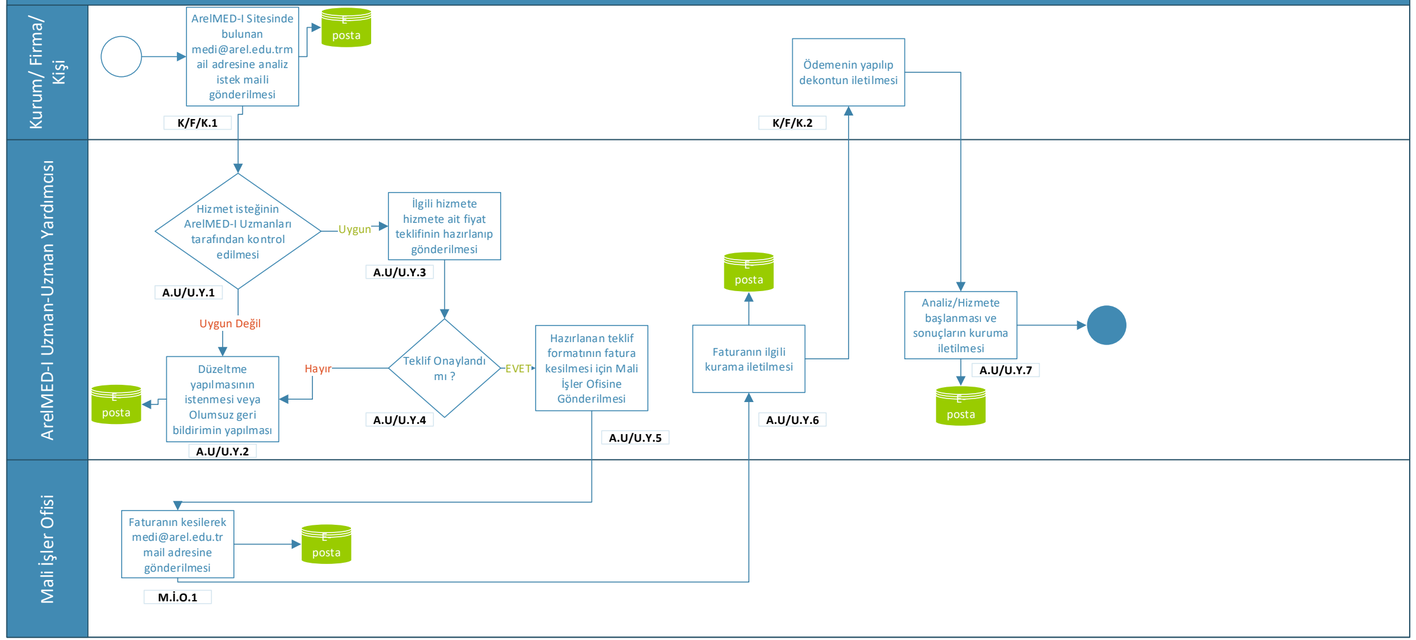İA.YZM.003.Analiz/Hizmet İşlemleri İş Akışı