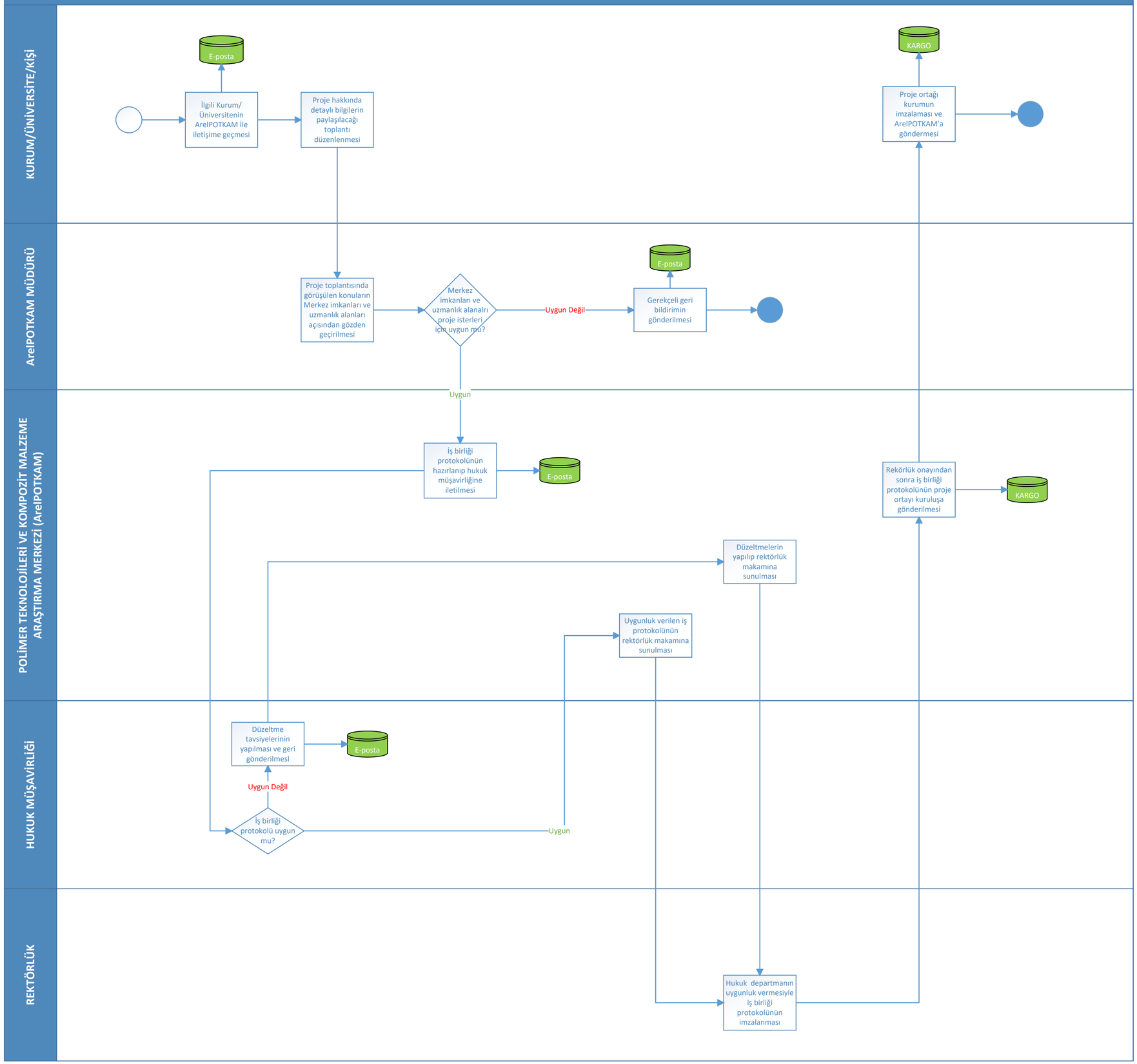İA.PTR.002.İŞ BİRLİĞİ PROTOKOLÜ İŞ AKIŞI