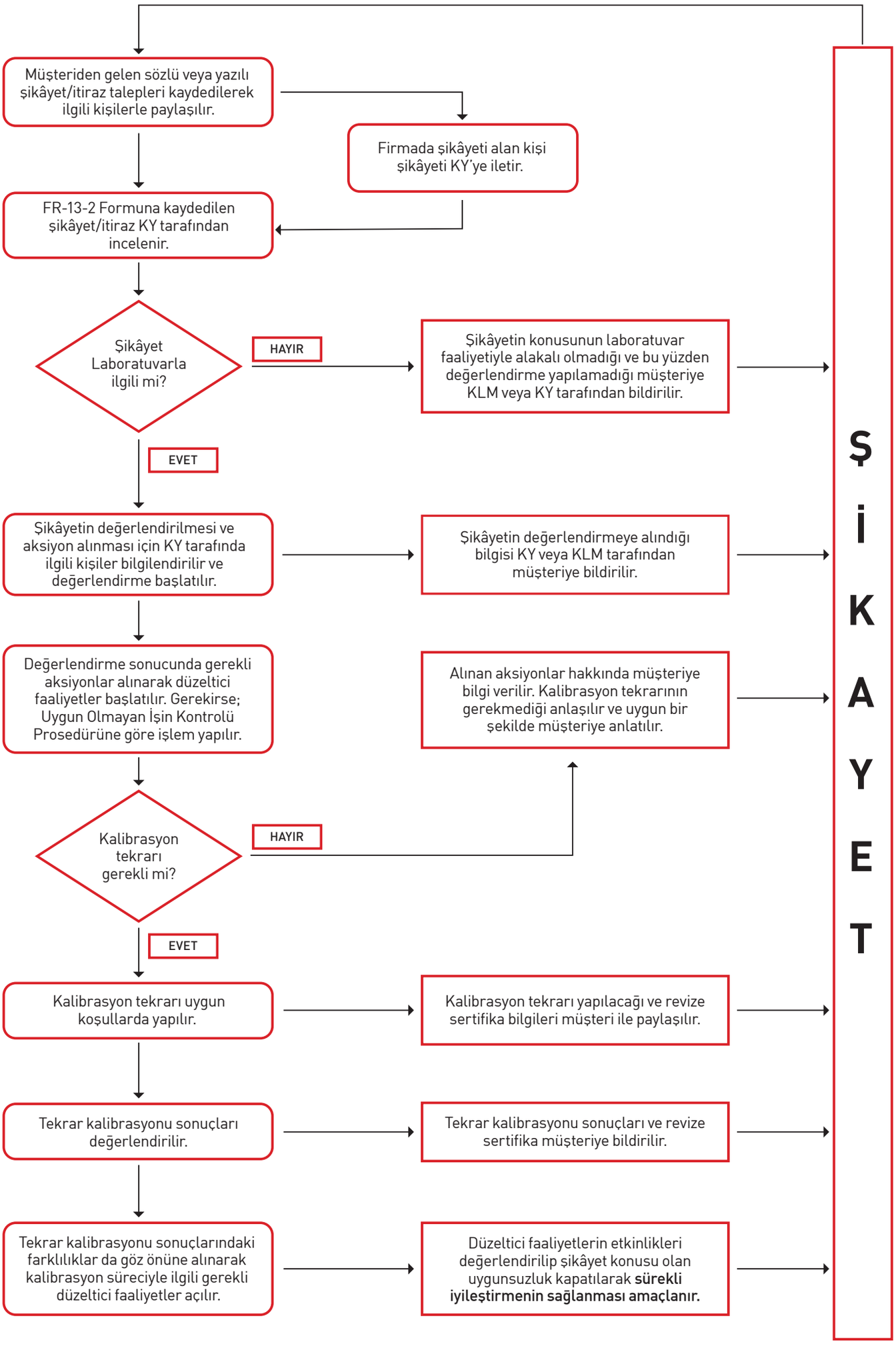KALİBRASYON LABORATUVARI ŞİKAYET İŞ AKIŞ ŞEMASI