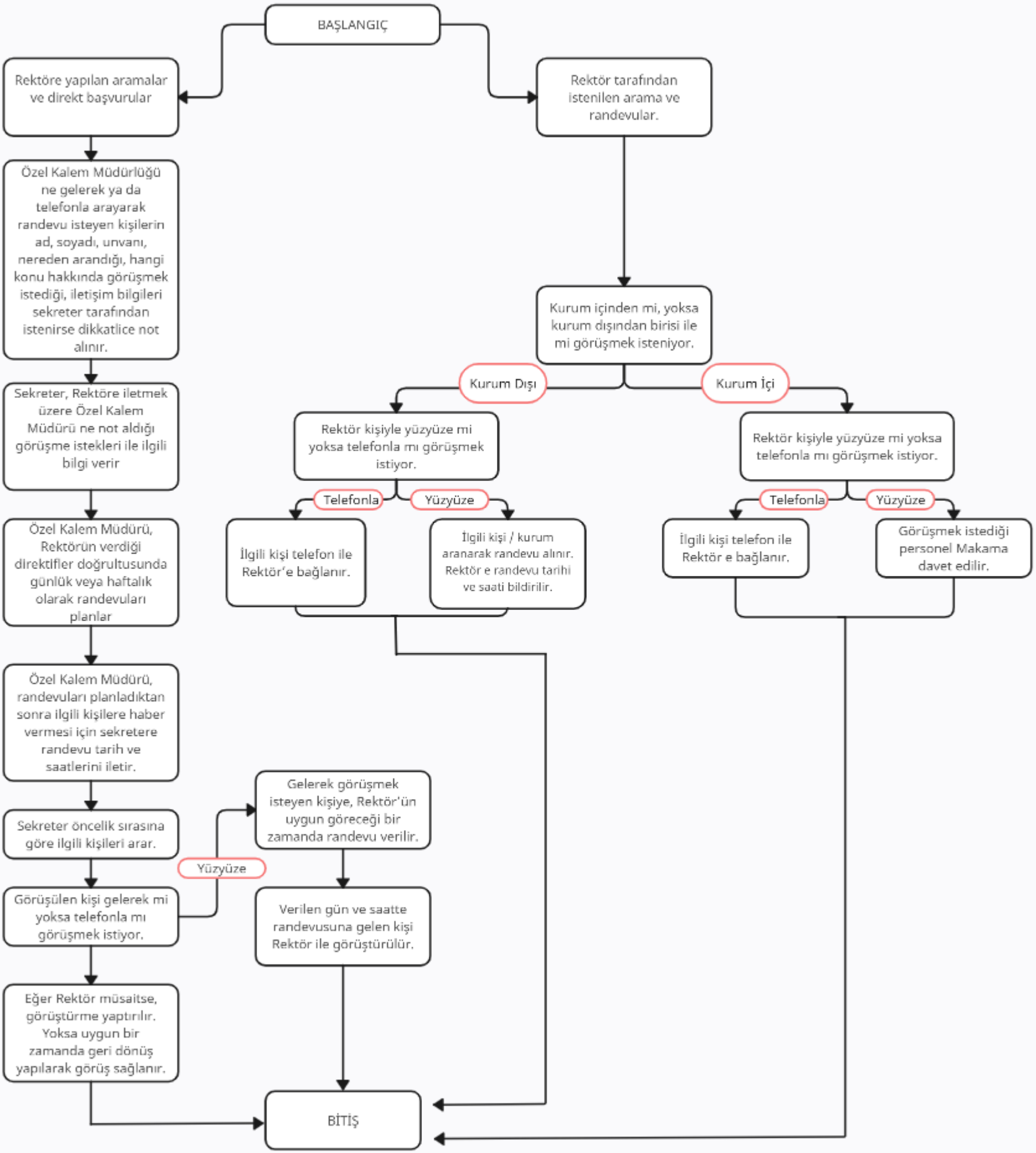ÖZEL KALEM MÜDÜRLÜĞÜ İŞ AKIŞ SÜRECİ