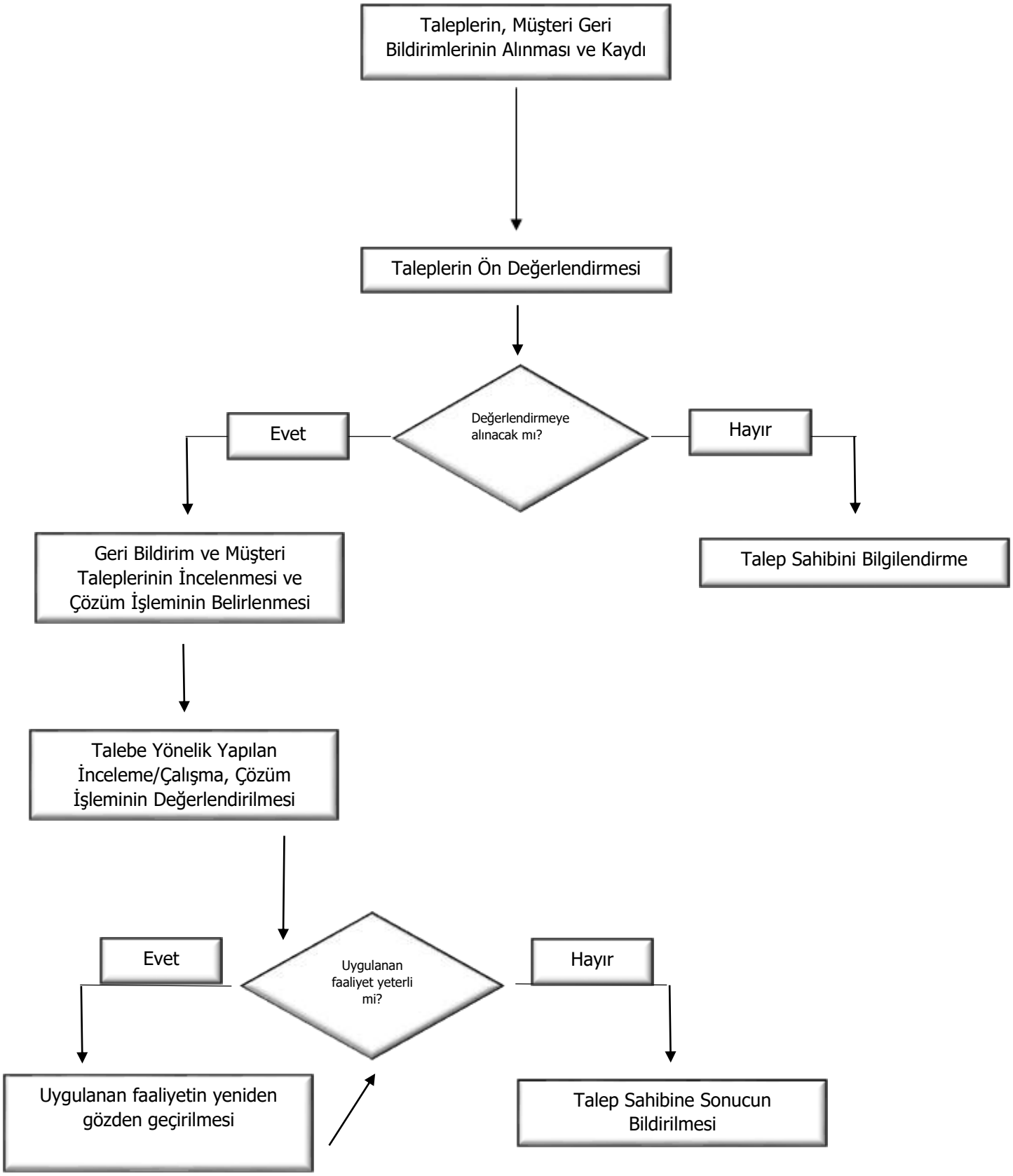MÜŞTERİ TALEPLERİ VE ŞİKAYET İŞ AKIŞ ŞEMASI