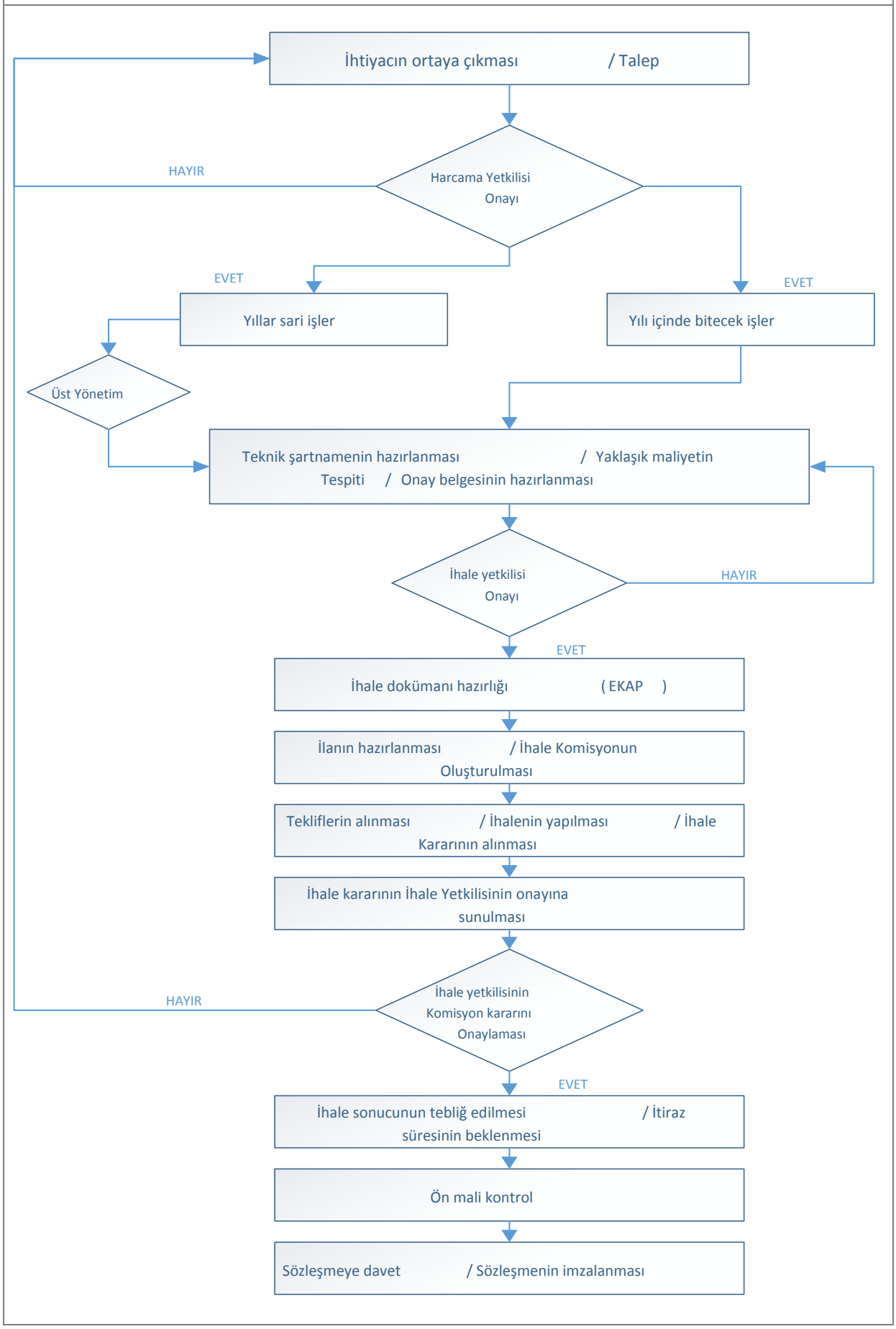HİZMET ve YAPIM İHALELERİ İŞ AKIŞI