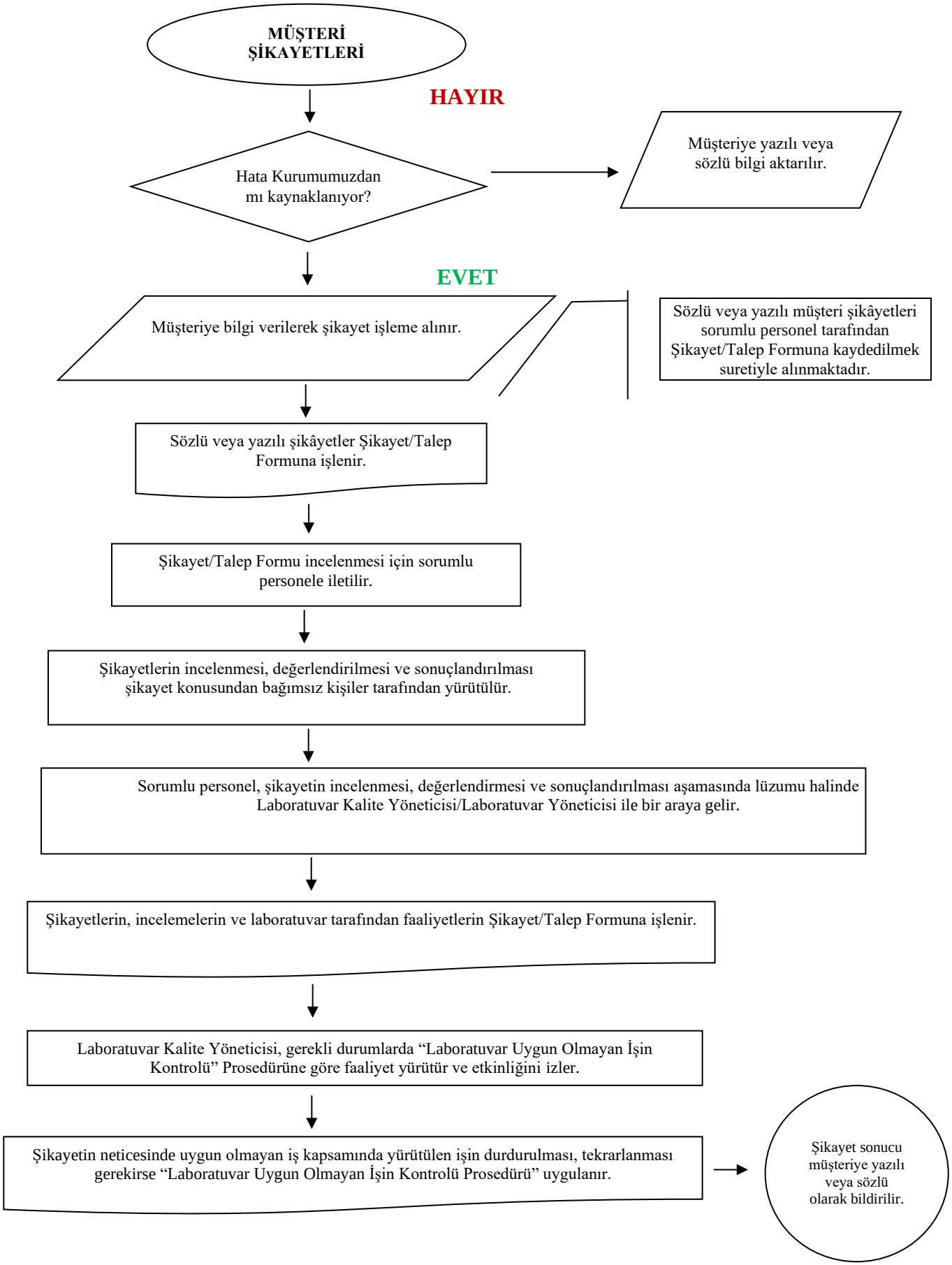LABORATUVAR ŞİKAYET PROSESİ