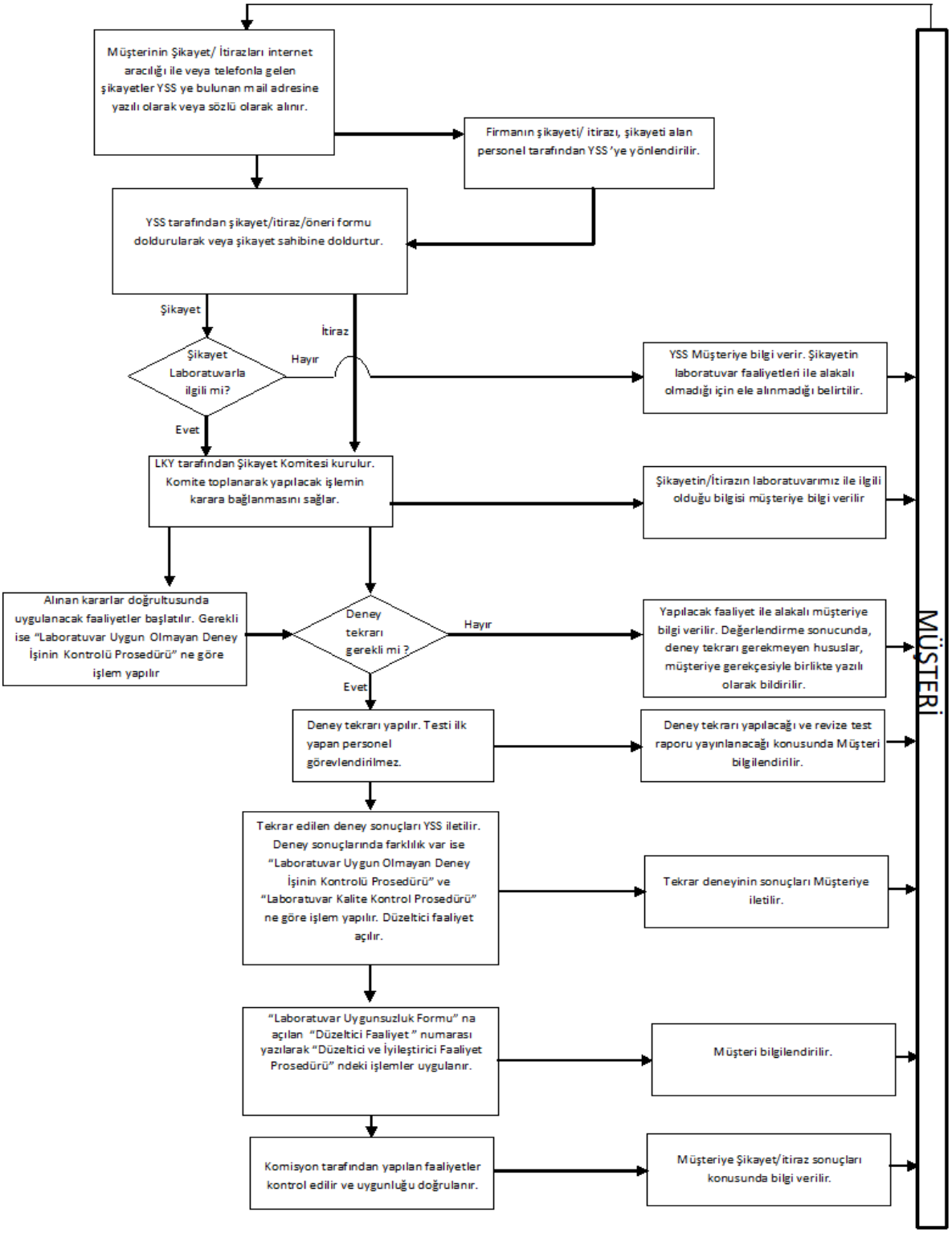BORUSAN MANNESMANN	LABORATUVAR YÖNETİM SİSTEMİ MÜŞTERİ ŞİKAYET PROSESİ