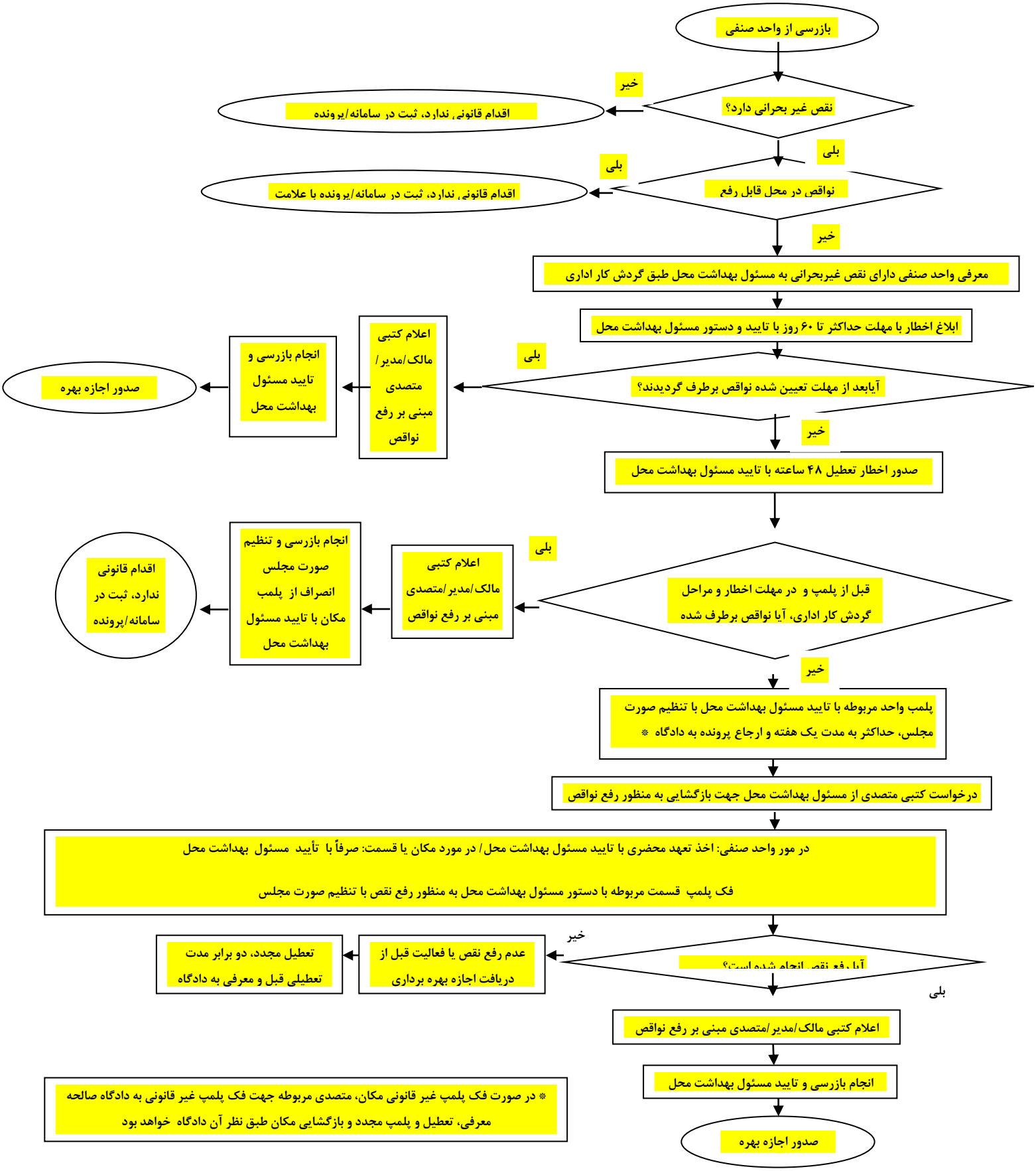فرایند گردش کار نواقص غیربحرانی