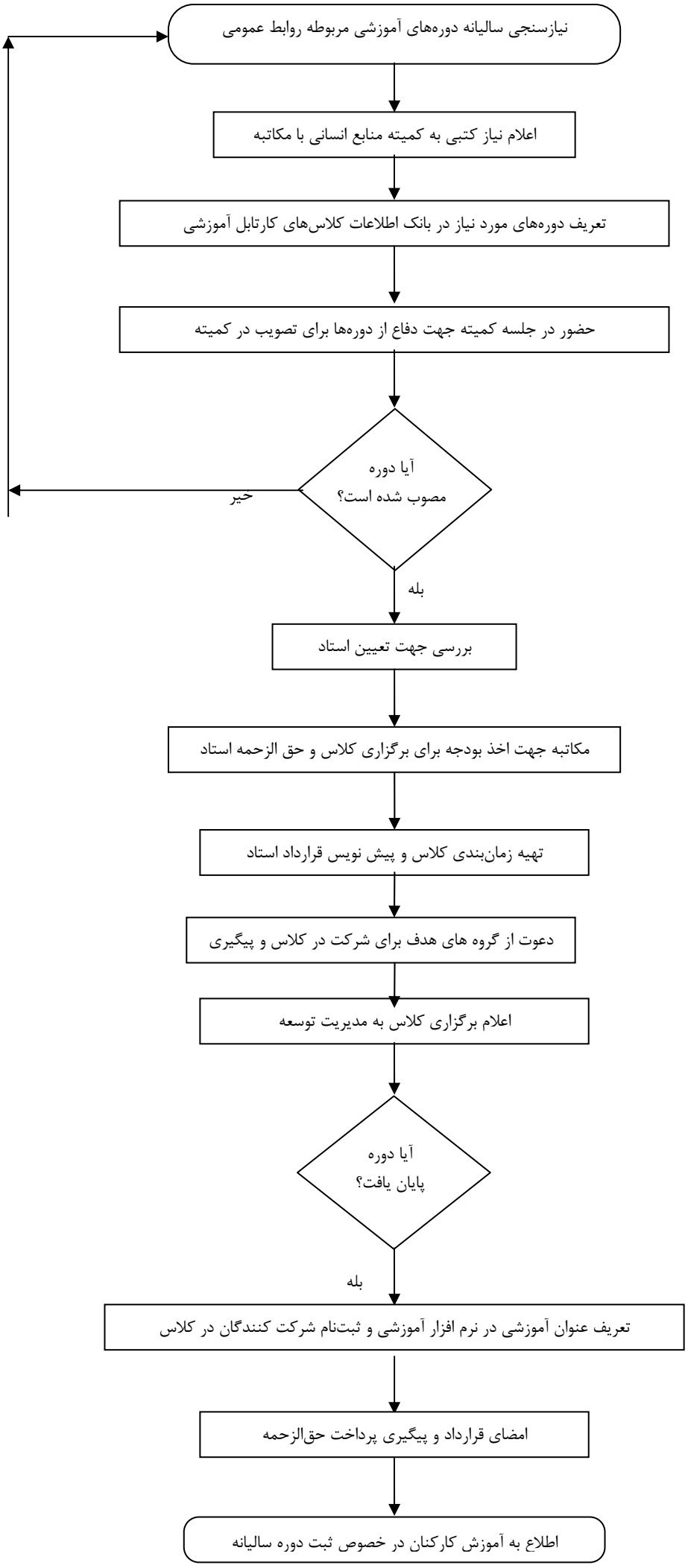فرآیند آموزش کارکنان