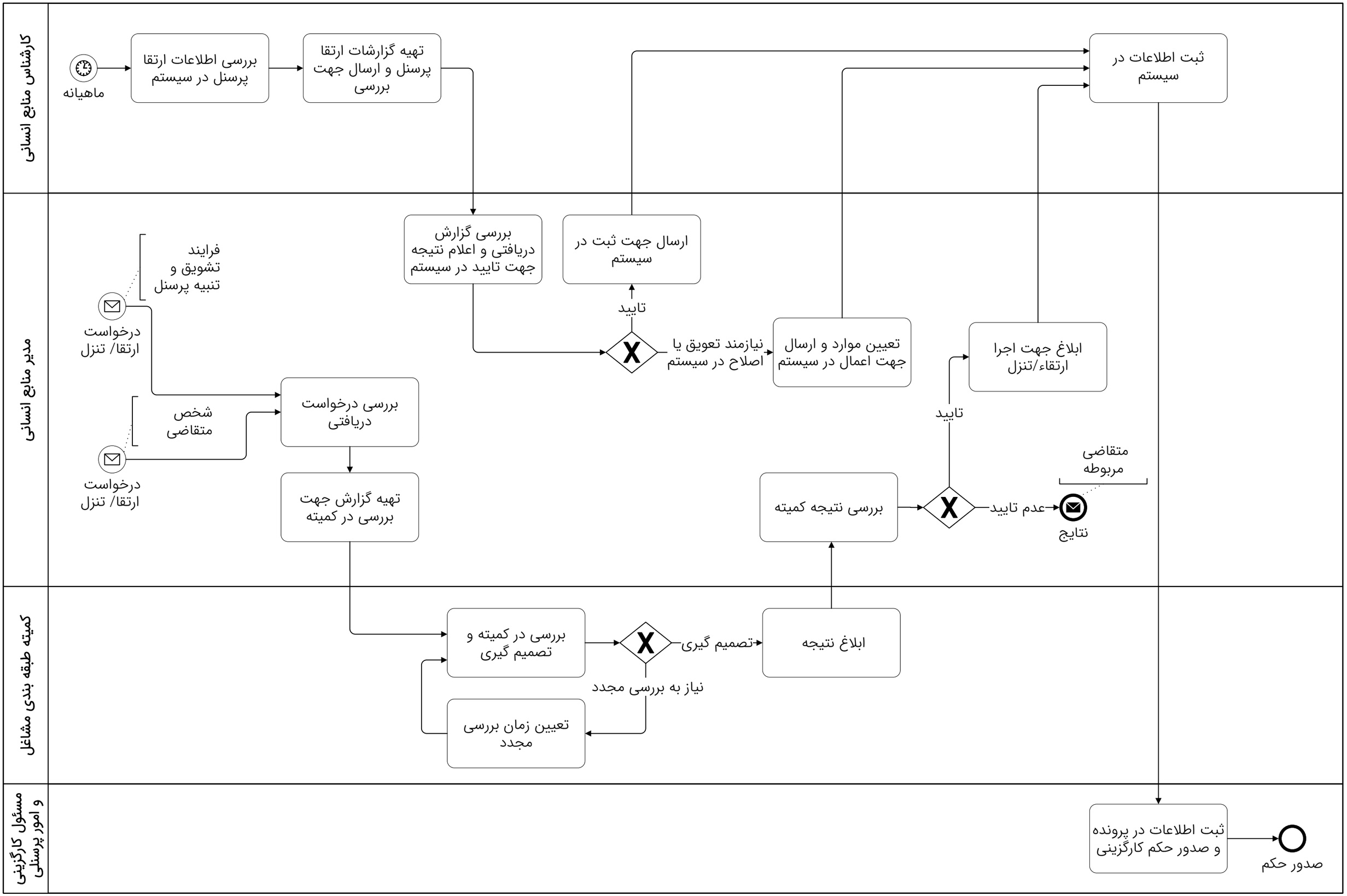فرایند ارتقا و تنزل WF-HR-12-00