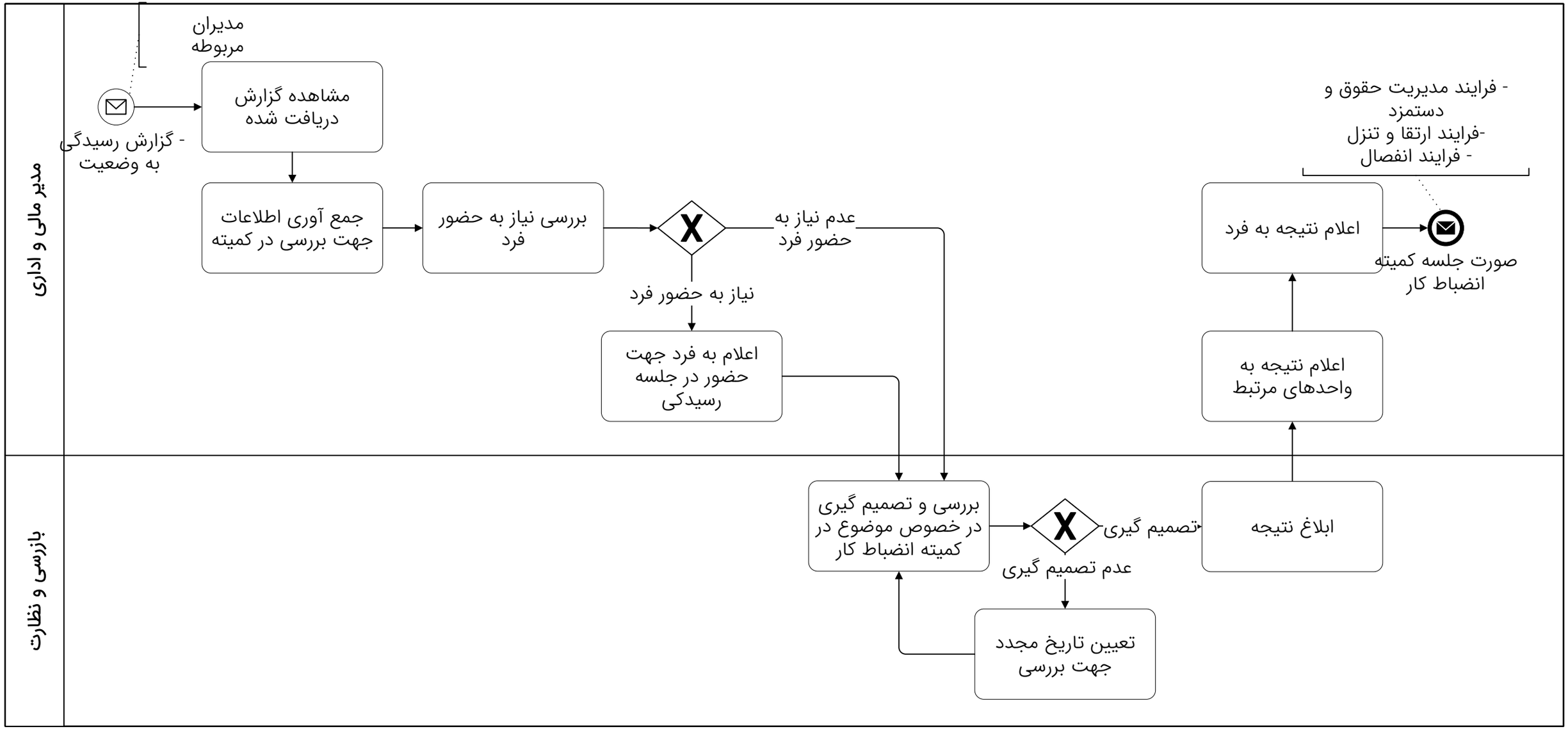فرایند تشویق و تنبیه WF-HR-06-00