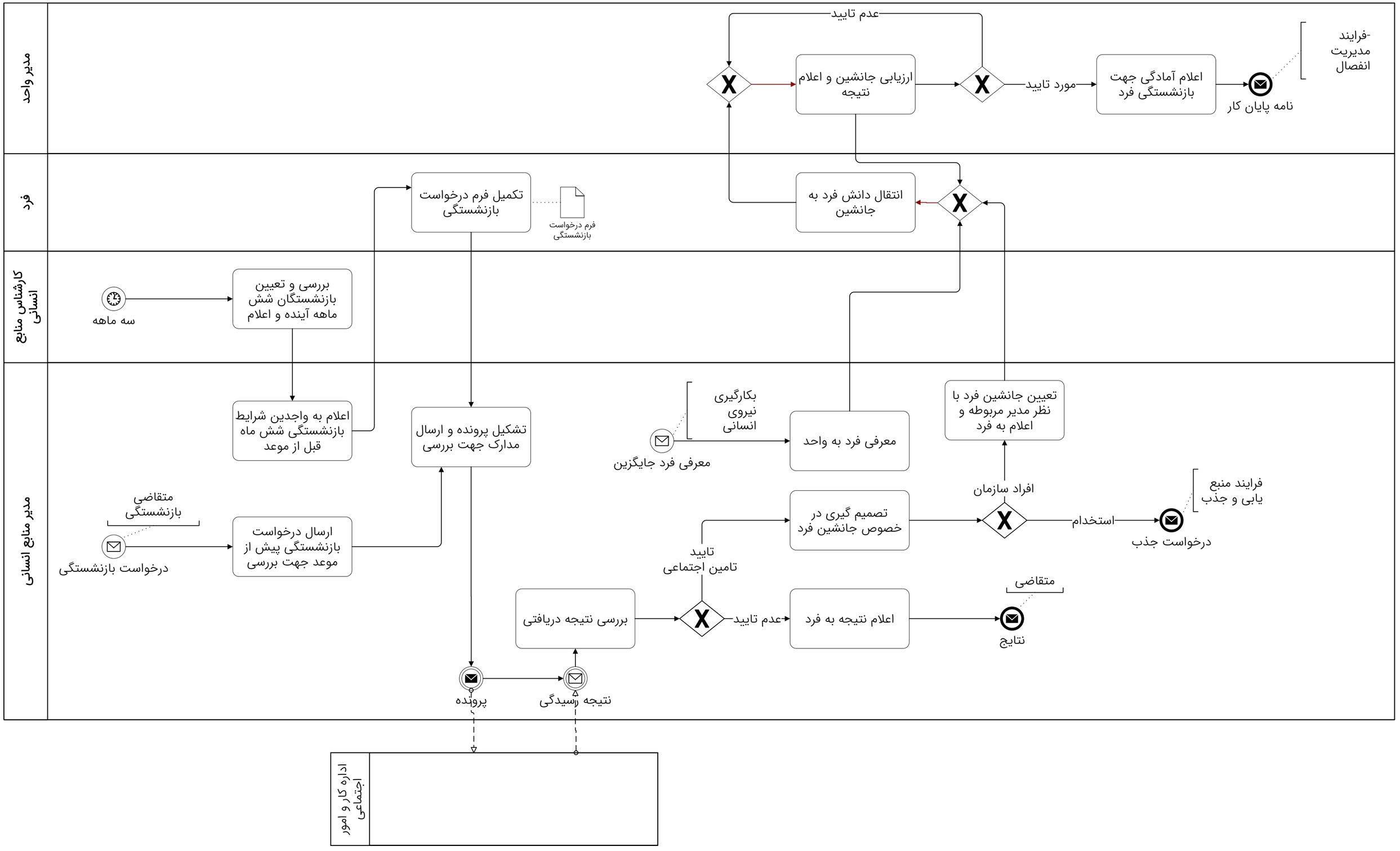فرایند مدیریت بازنشستگی WF-HR-14-00