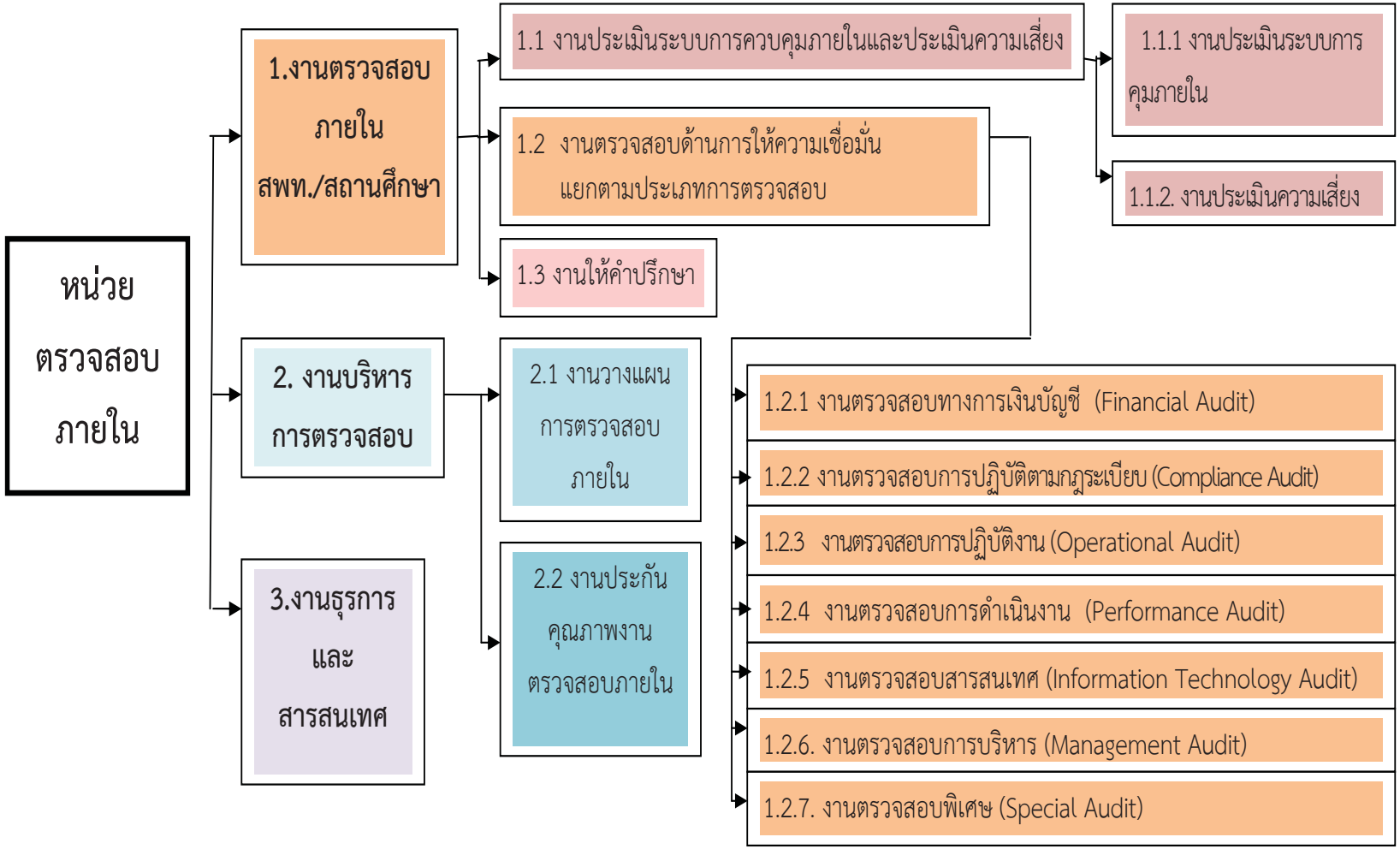ผังกระบวนงาน