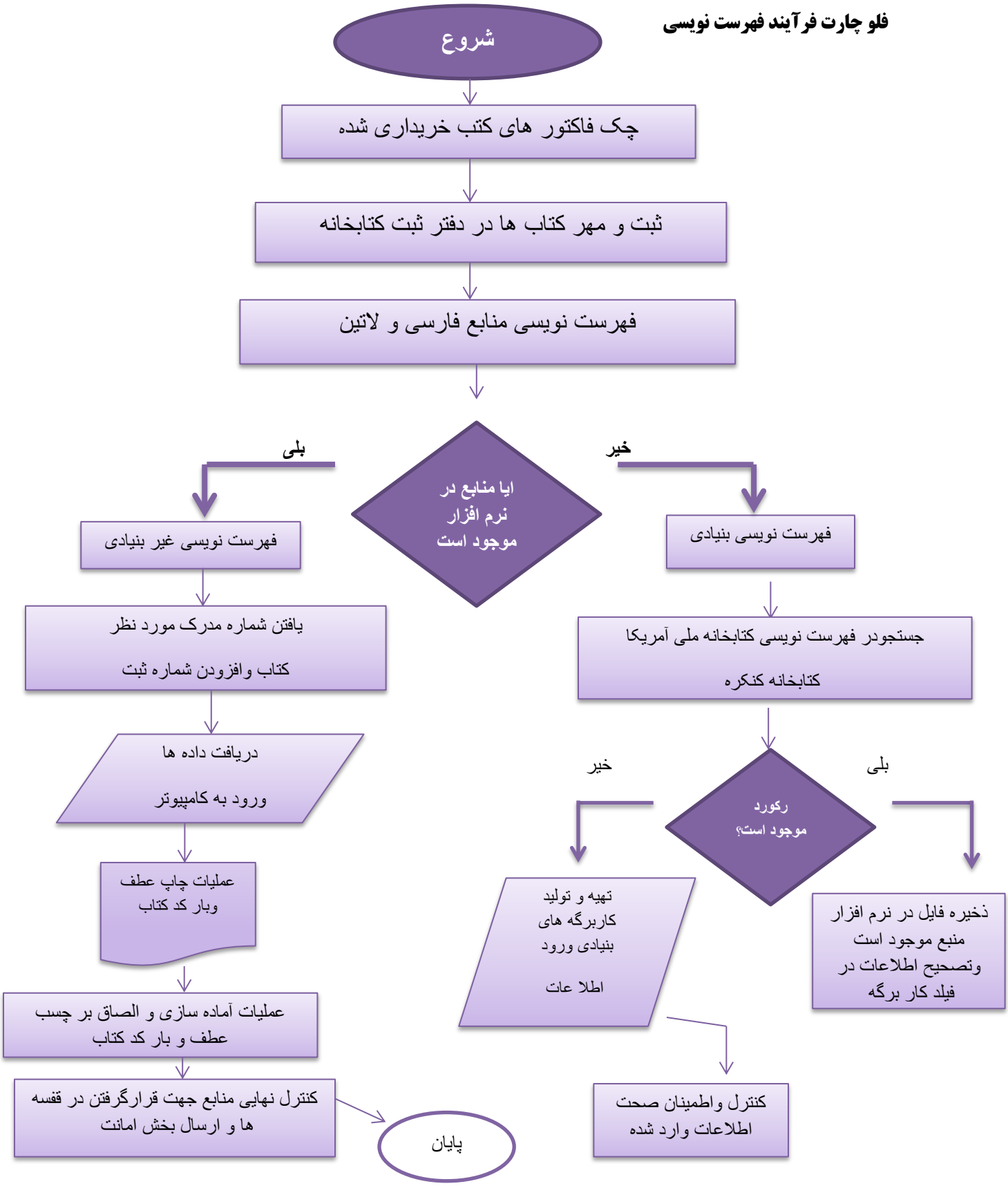فلو چارت فرآیند فهرست نویسی