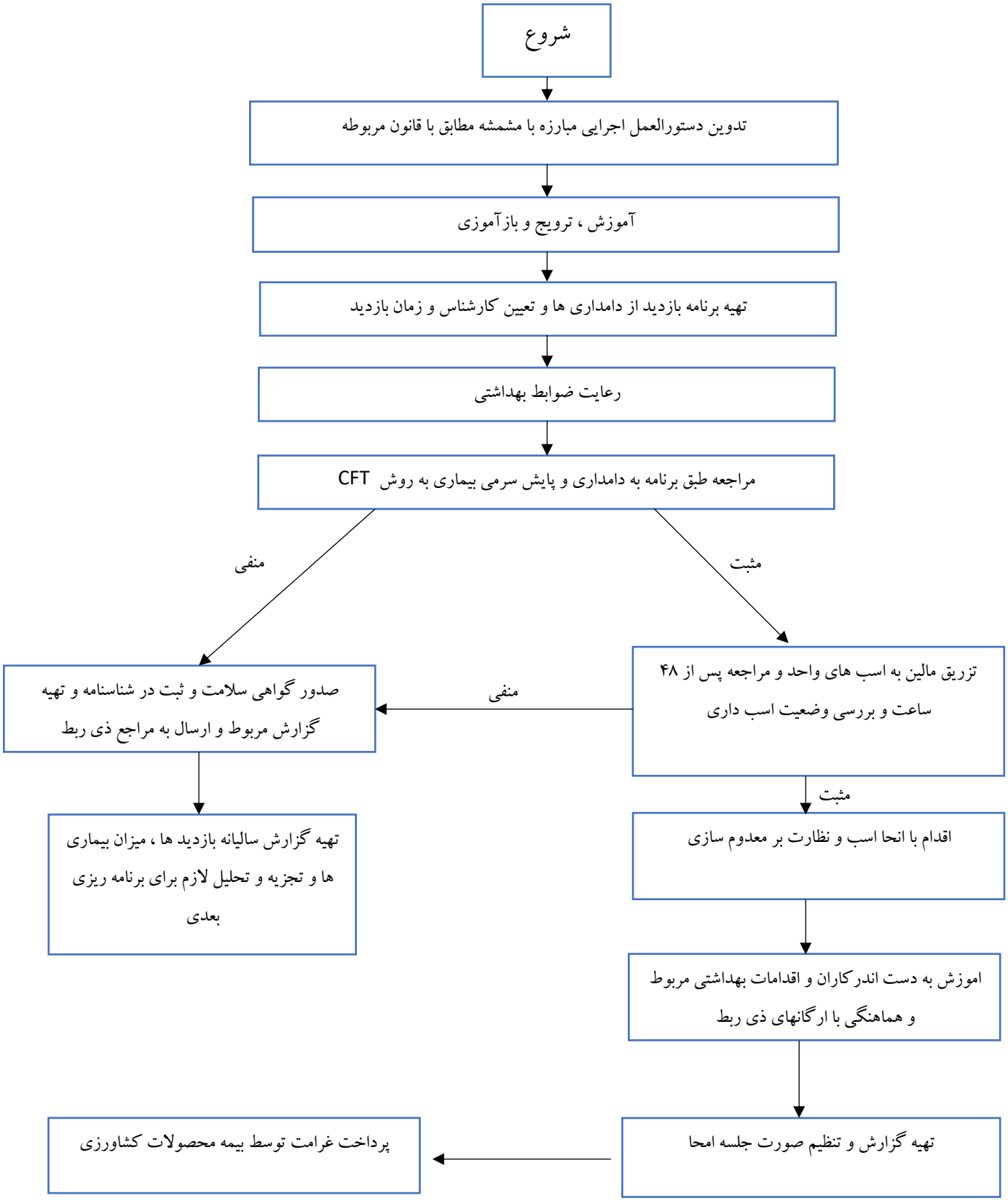فرایند نظارت و کنترل مشمشه