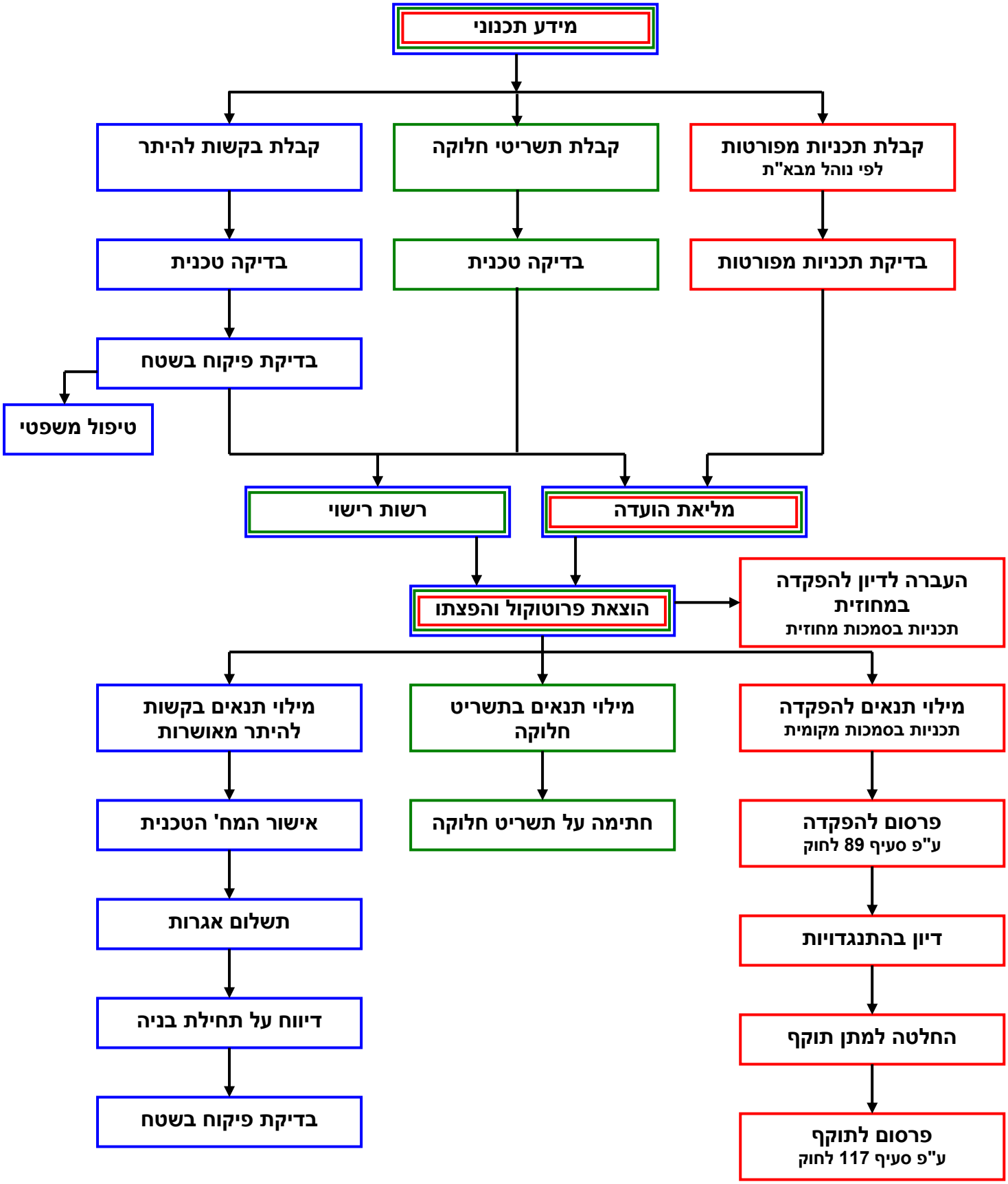תהליכי עבודה בועדה