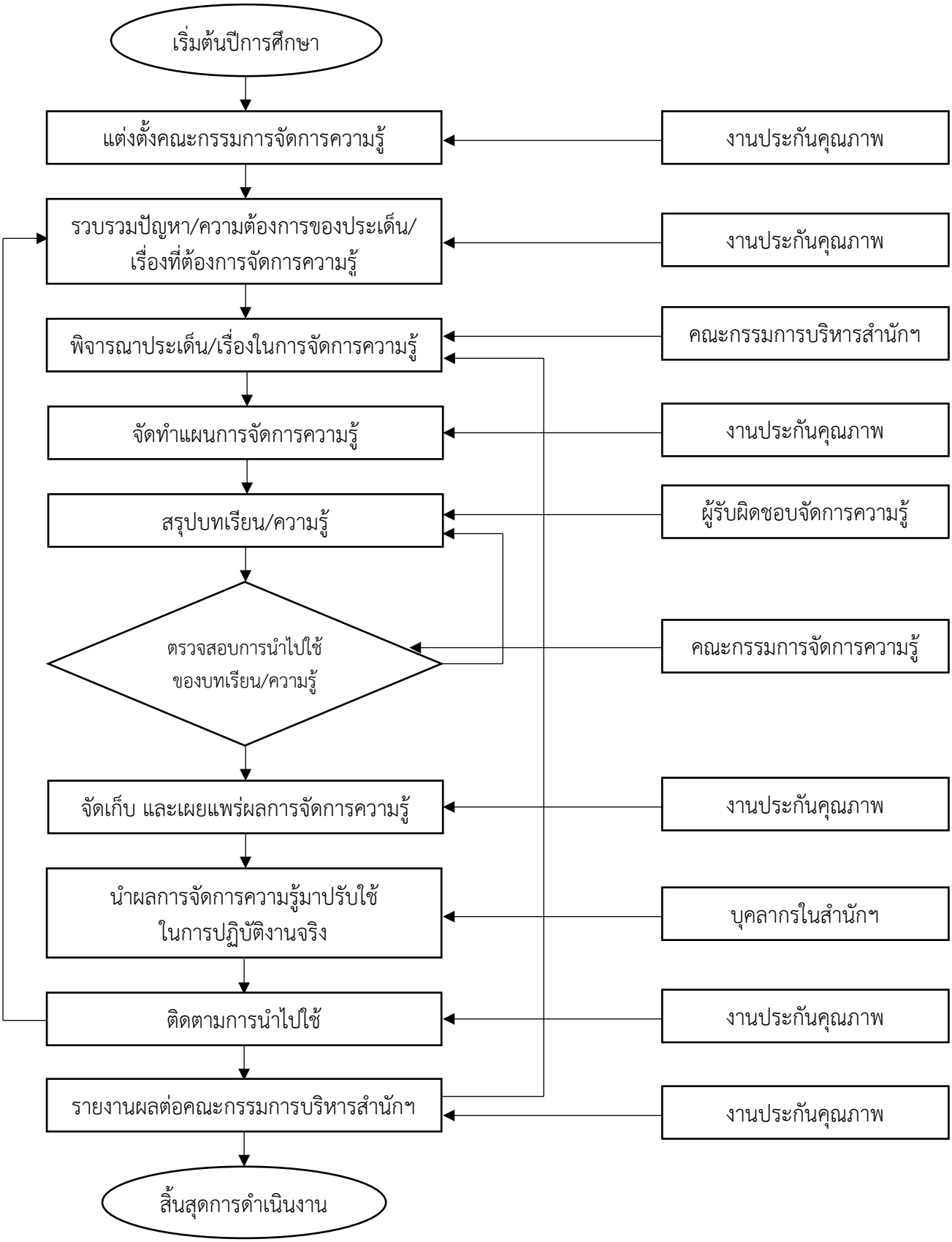Flow Chart การจัดการความรู้ (KM)