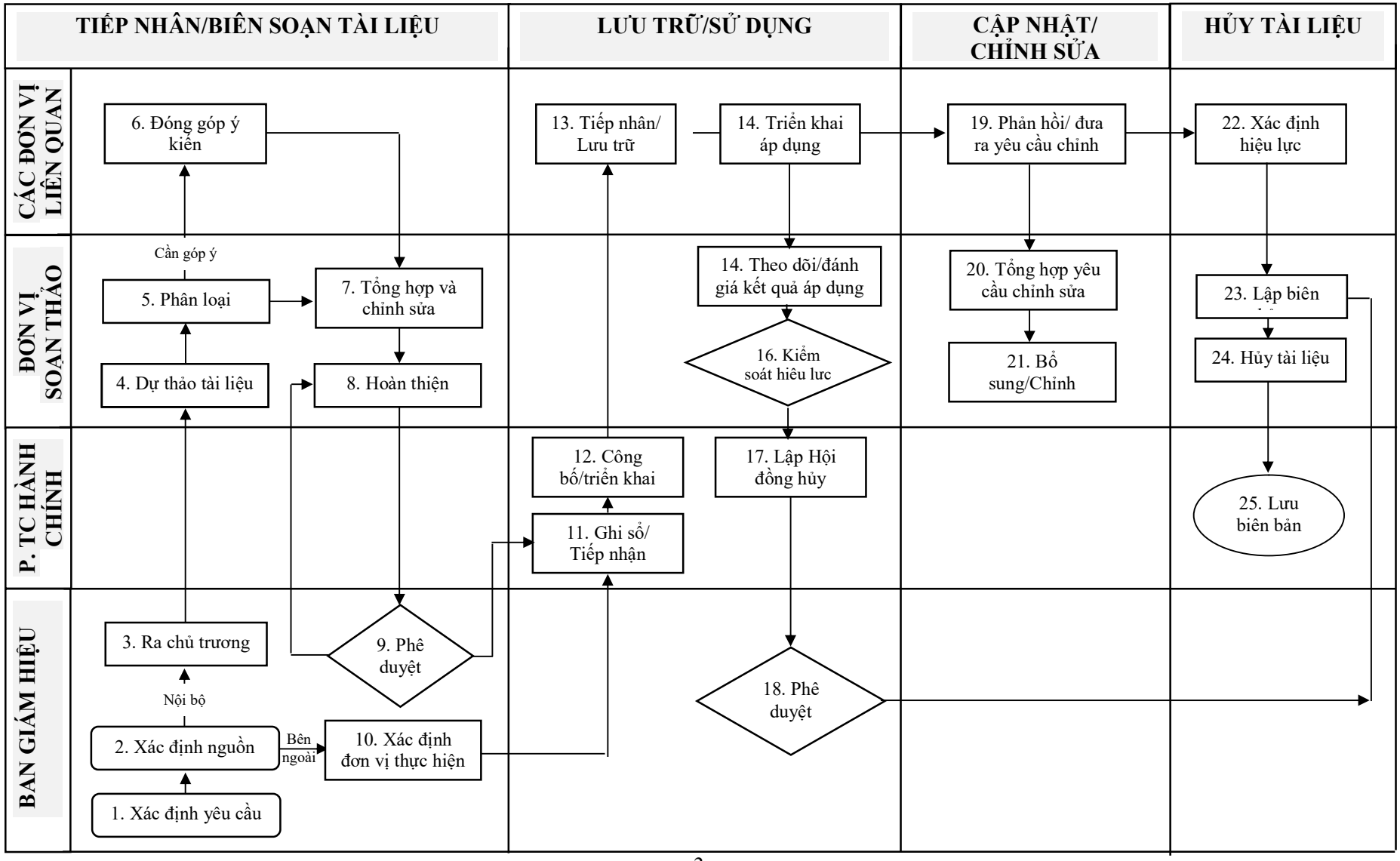LƯU ĐỒ QUY TRÌNH KIỂM SOÁT TÀI LIỆU