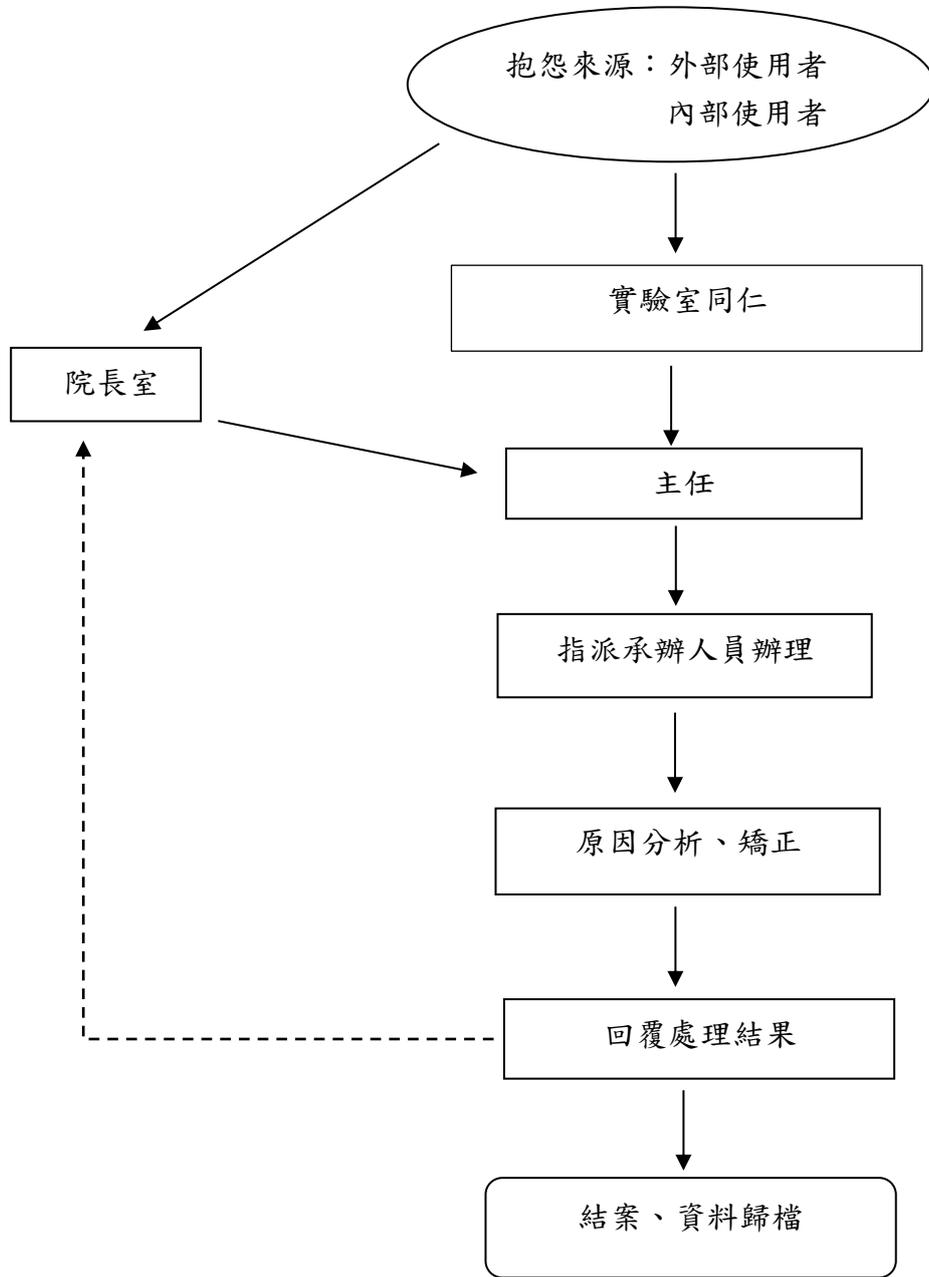


抱怨的解決流程圖



來源:RIA-QP-1701 顧客服務作業程序