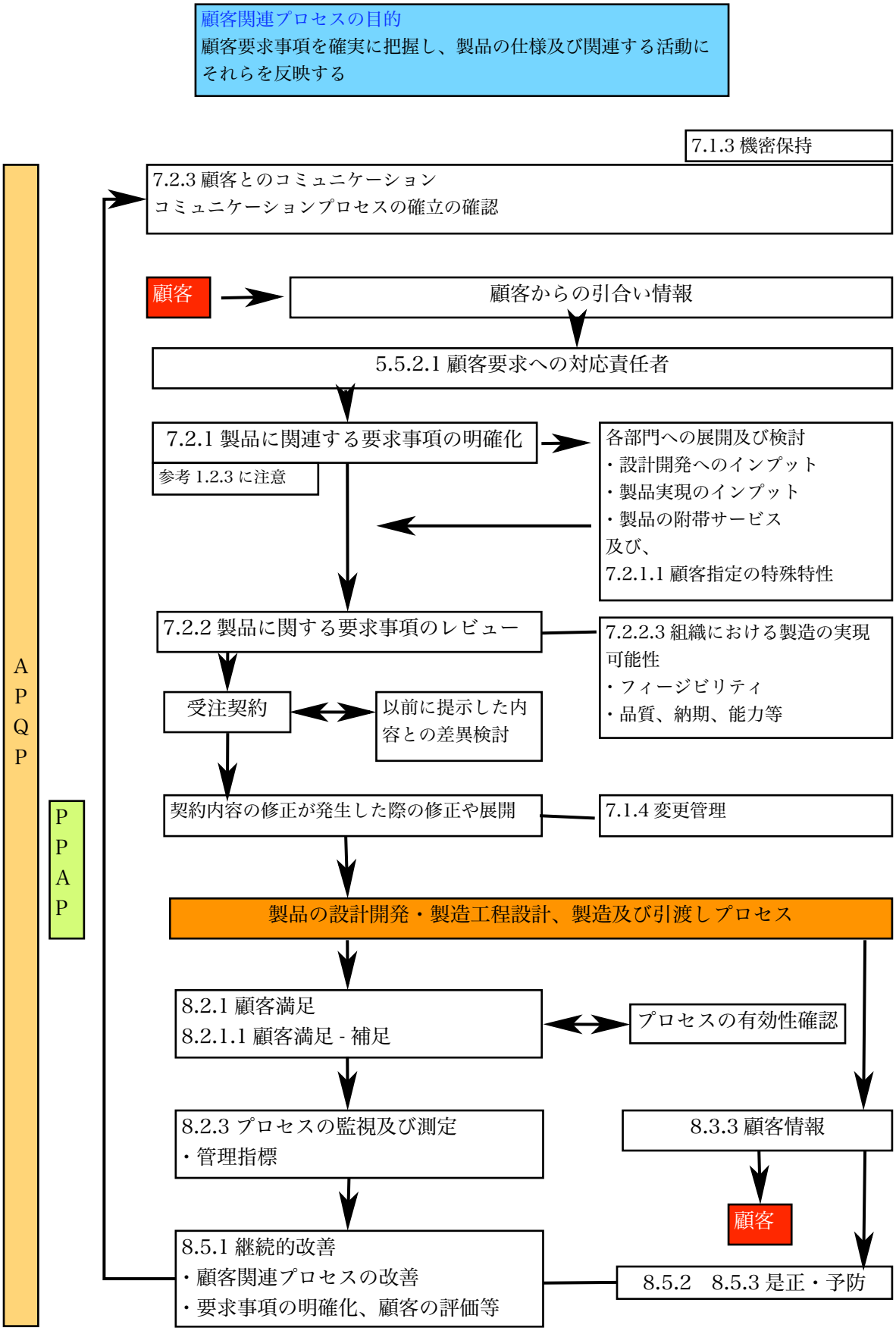

図　顧客関連プロセス概要