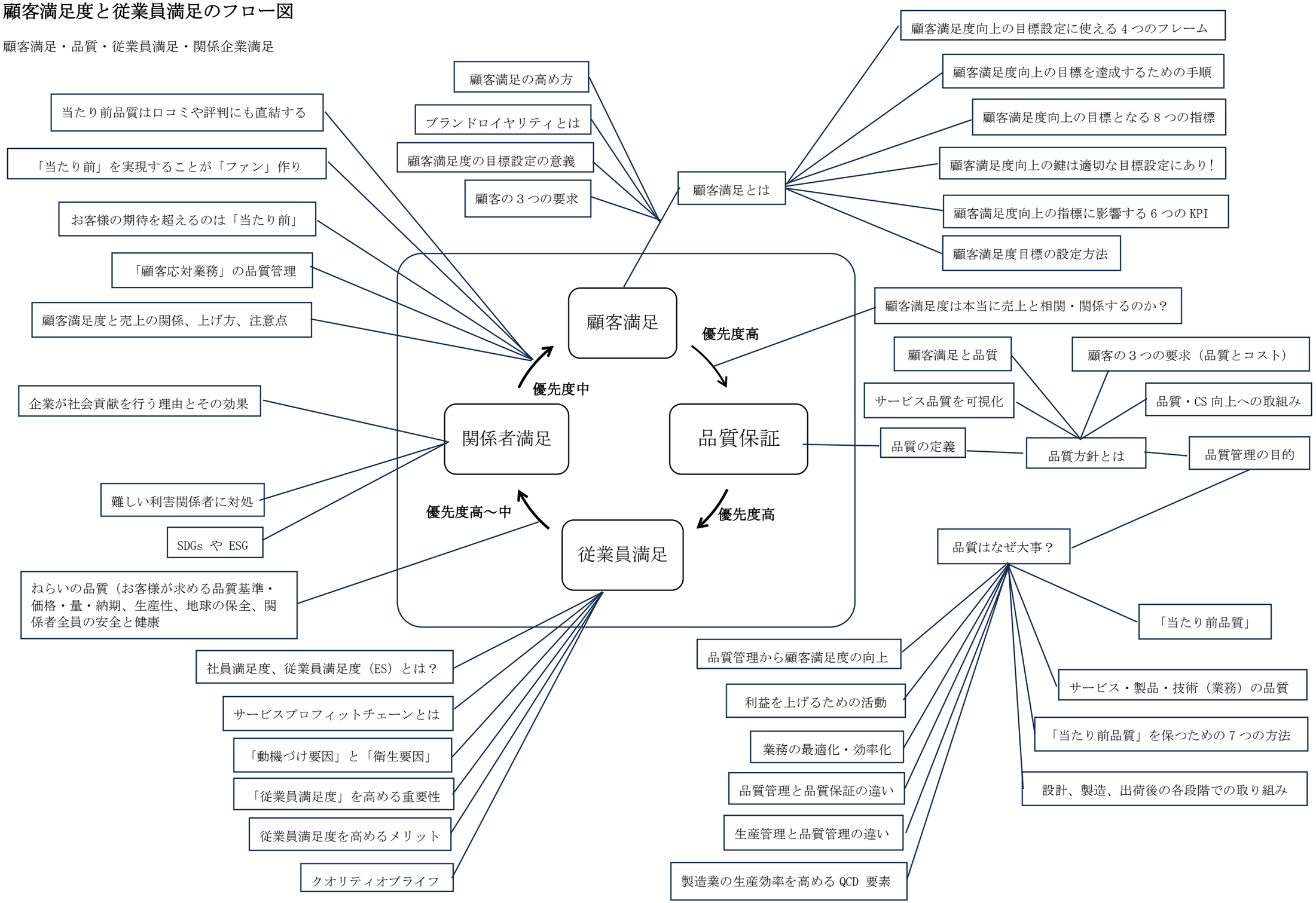
顧客満足度と従業員満足のフロー図

顧客満足・品質・従業員満足・関係企業満足