



3.





324      1,444  
          131            359                    5      4                    172                    320

7                    80%

TA CRM

**2**

√

**3**

**10%**

√

**4**

√

**5**

√     

37.76%

47.53%

**6**

√

**1**

√

**2**

√

**3**

√

**4**

√

2016 2 24