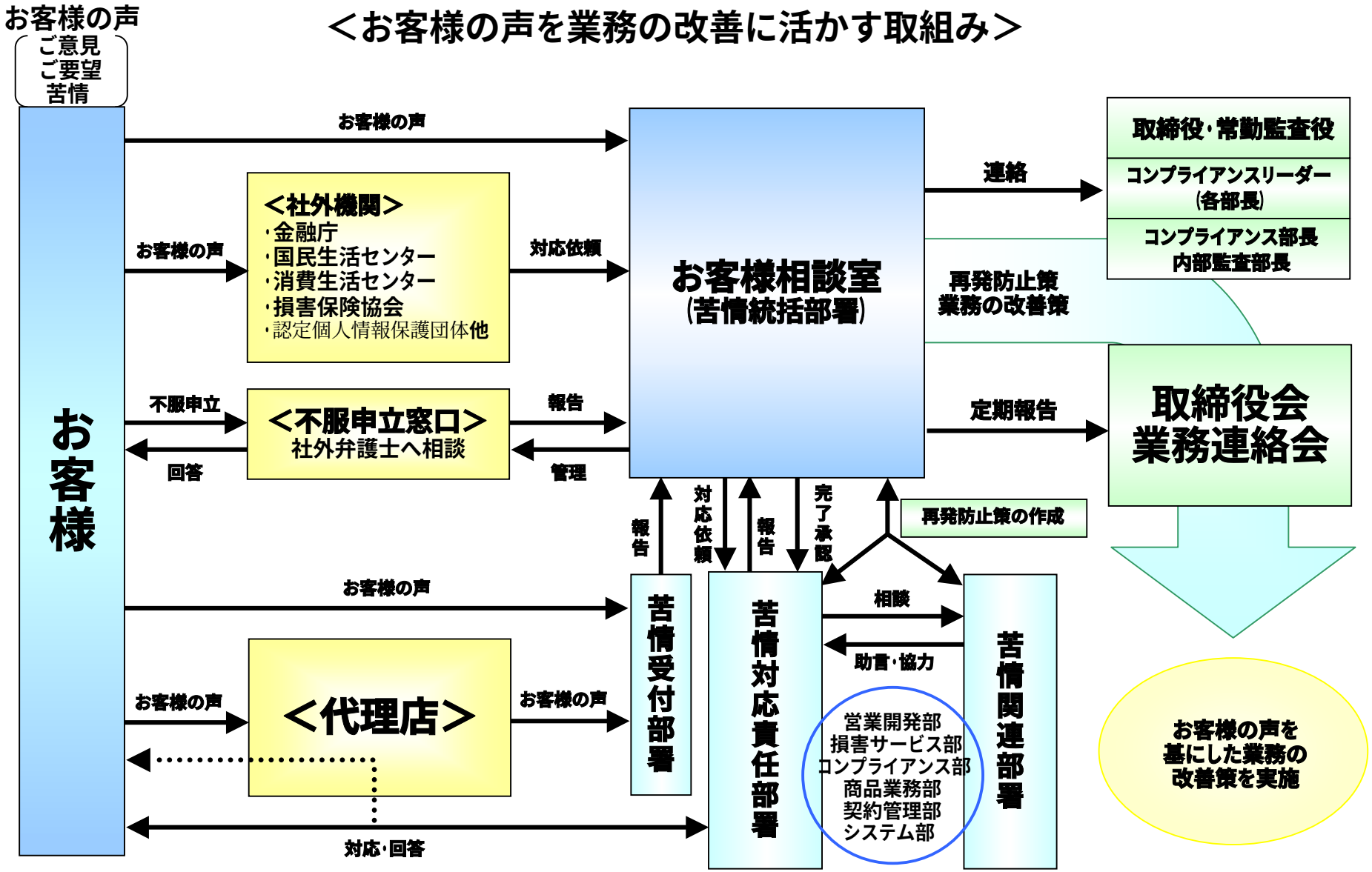＜お客様の声を業務の改善に活かす取組み＞