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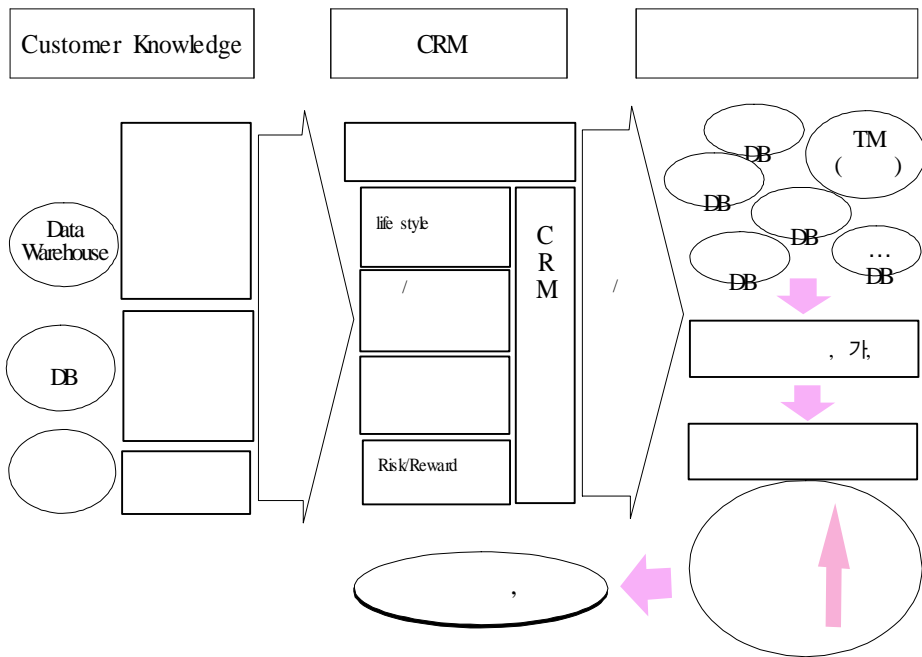
· e-CRM , e-

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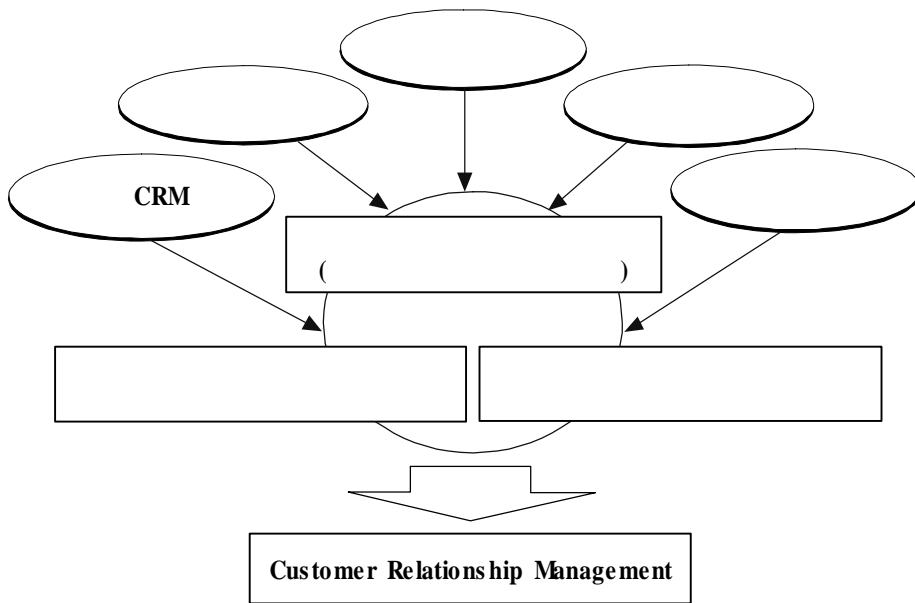
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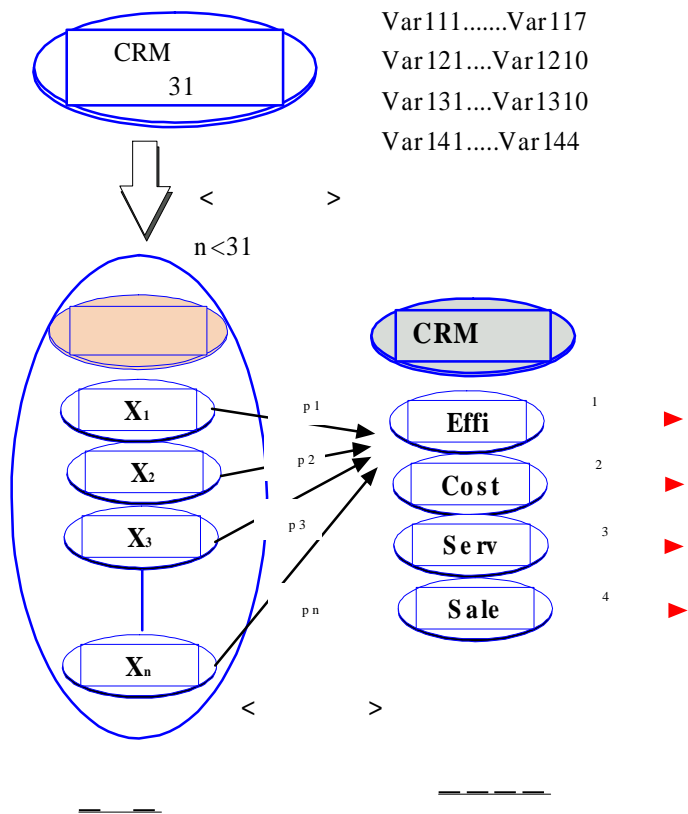
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	(Eigenvalue)	(Difference)	(Proportion)	(Cumulative)
1	9.60241341	6.60428292	0.2895	0.2895
2	2.99813049	0.60934432	0.0904	0.3799
3	2.38878617	0.54215400	0.0720	0.4519
4	1.84663217	0.47053322	0.0557	0.5075
5	1.37609895	0.16968648	0.0415	0.5490

: 1) Eigenvalues of the Covariance Matrix: Total = 33.1713056  
 Average = 1.07004212

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Back office competition

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