

·	1
·	CRM	4
1.	4
2.	CRM e-CRM	7
3.	24
4.	CRM	29
·	CRM	56
1.	CRM	56
2.	CRM	67
3.	CRM	70
·	76
1.	가	76
2.	83
·	CRM	92
1.	92
2.	가	105
3.	125
·	130
·	134
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< -4>		90
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< -2>	()	98
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< -5>	(Communality)	101
< -6>	CRM	103
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< -2>	가	106

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