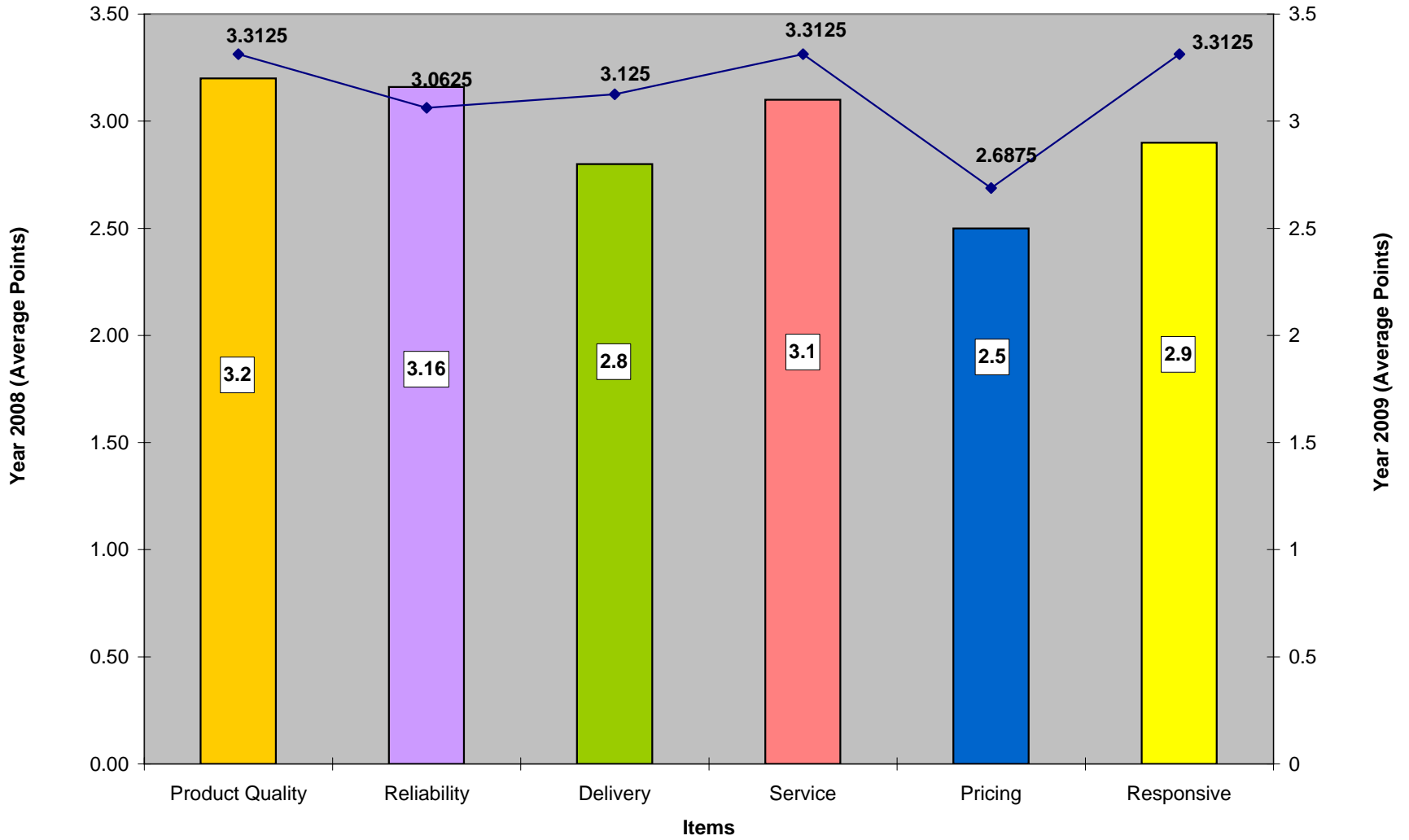


**Customer Satisfaction Survey  
- Comparison Chart By Itemise  
(Year 2008 ~ Year 2009)**



**Customer Satisfaction Survey - Year 2009  
- By Itemise (with 9 items)**

