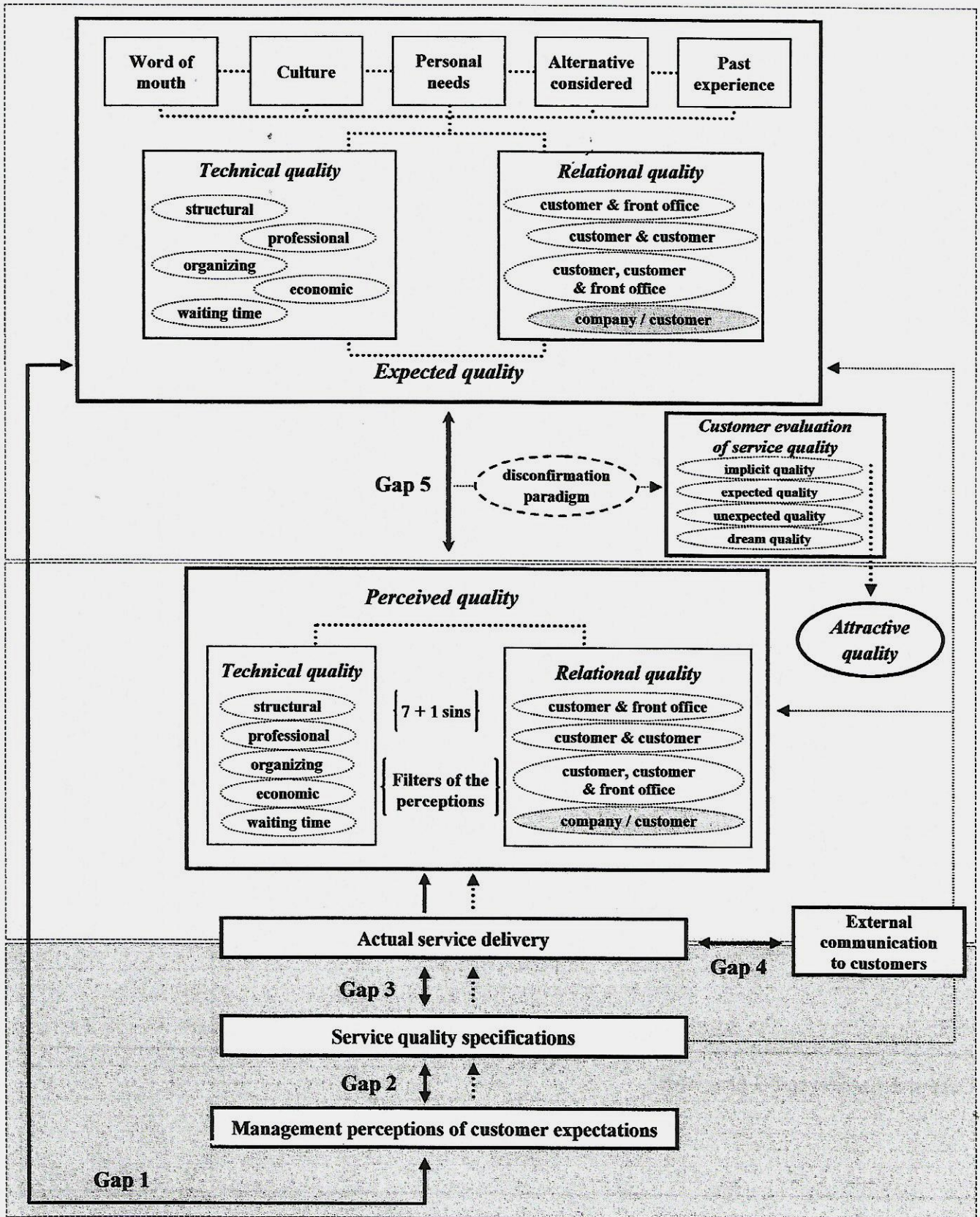


Fig. 1: A conceptual service quality map



Fonte: Nostre elaborazioni