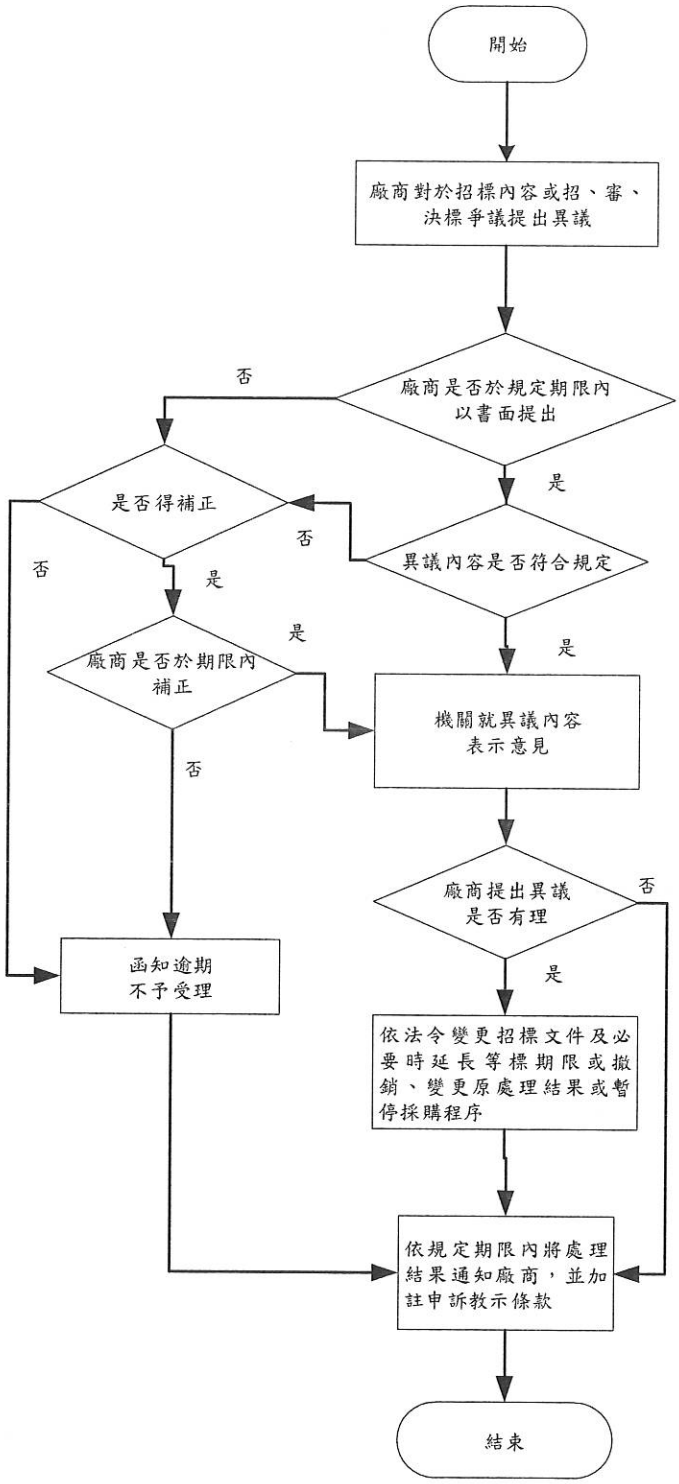總務處廠商異議、申訴之處理作業流程圖