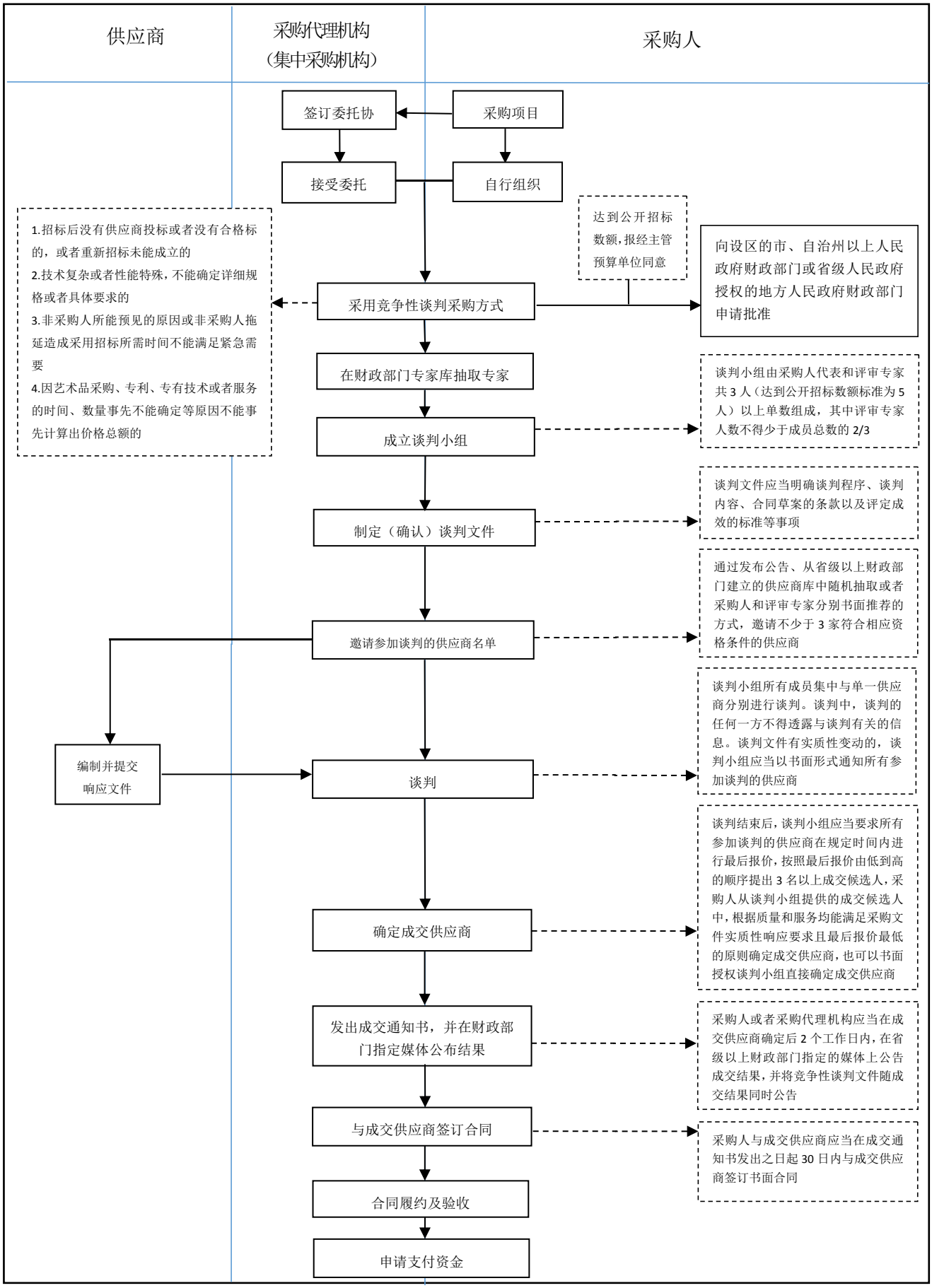二、竞争性谈判操作流程图