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It is certify that the paper entitled by “Strategic Plan Focused On Improving the Customer Service Process CASE: COMMERCIAL STORE T.C.A., S.A. DE C.V.” has been published in International Journal of Business and Management Invention (IJBMI).

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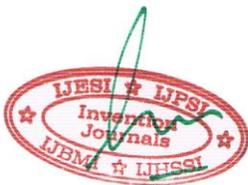
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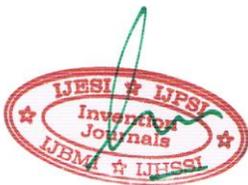
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