




**RESEARCH ON AFTER-SALE SERVICE MANAGEMENT OF SHANGHAI  
VOLKSWAGEN 4S STORE**

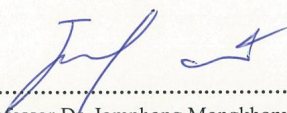
**Thematic Certificate**

**To**

**LIU LU**

This independent study has been approved as a partial Fulfillment of the Requirement of  
International Master of Business Administration in International Business Management

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