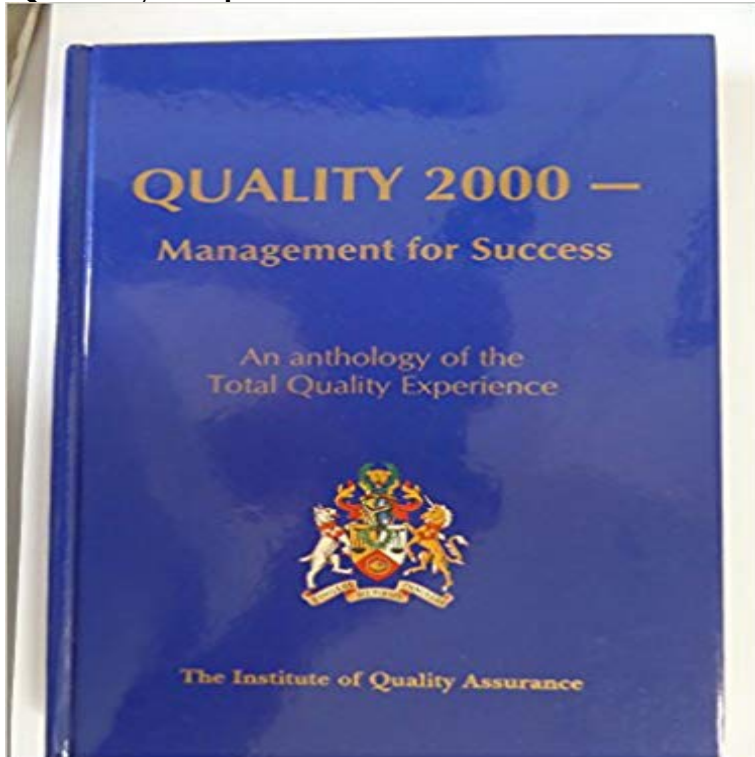


Quality 2000: Management for Success - An Anthology of the Total Quality Experience



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