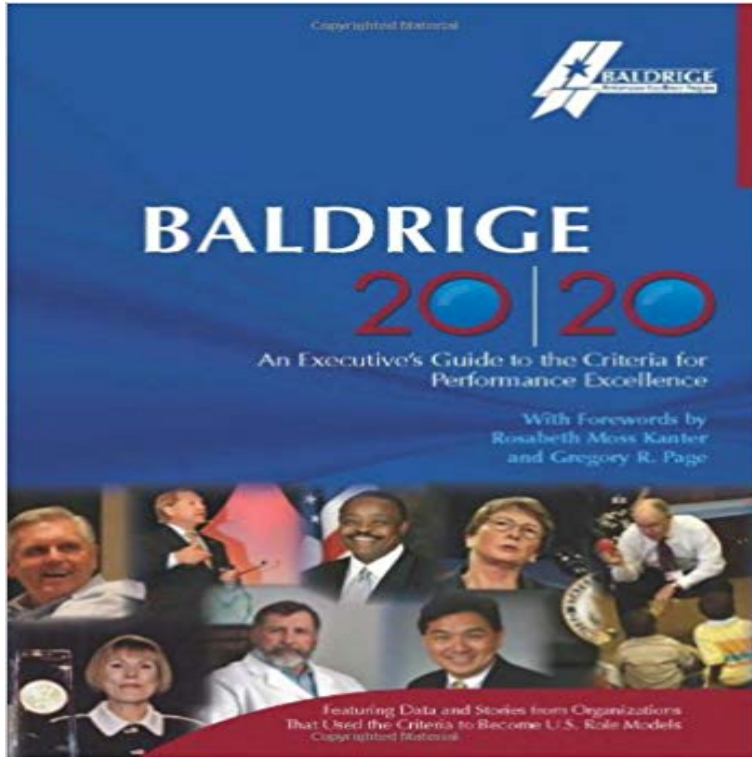


Baldrige 20/20: An Executives Guide to the Criteria for Performance Excellence



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