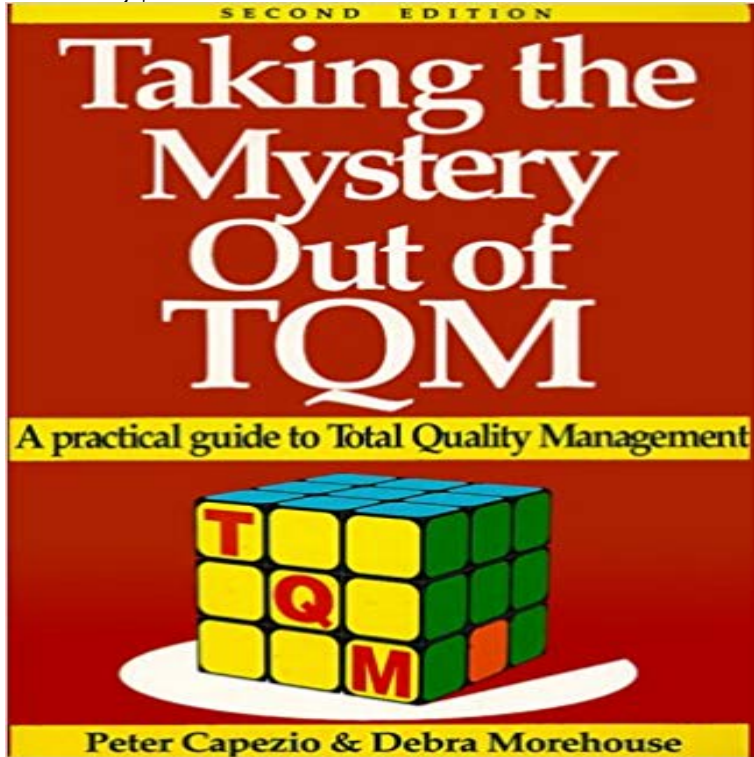


# Taking the Mystery Out of Tqm: A Practical Guide to Total Quality Management



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