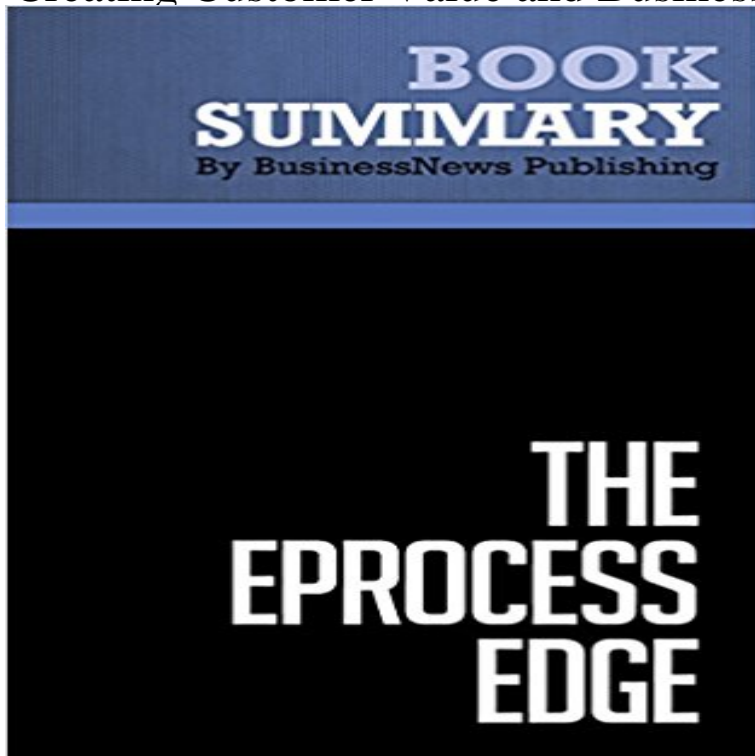


Summary : The E-process Edge - Peter Keen and Mark McDonald: Creating Customer Value and Business Wealth in the Internet Era



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