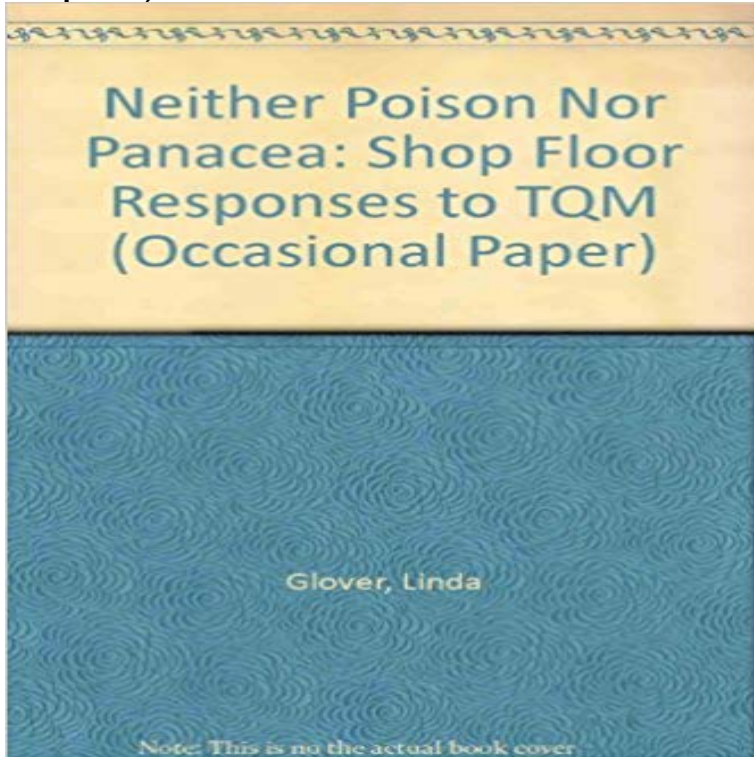


Neither Poison Nor Panacea: Shop Floor Responses to TQM (Occasional Papers)



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