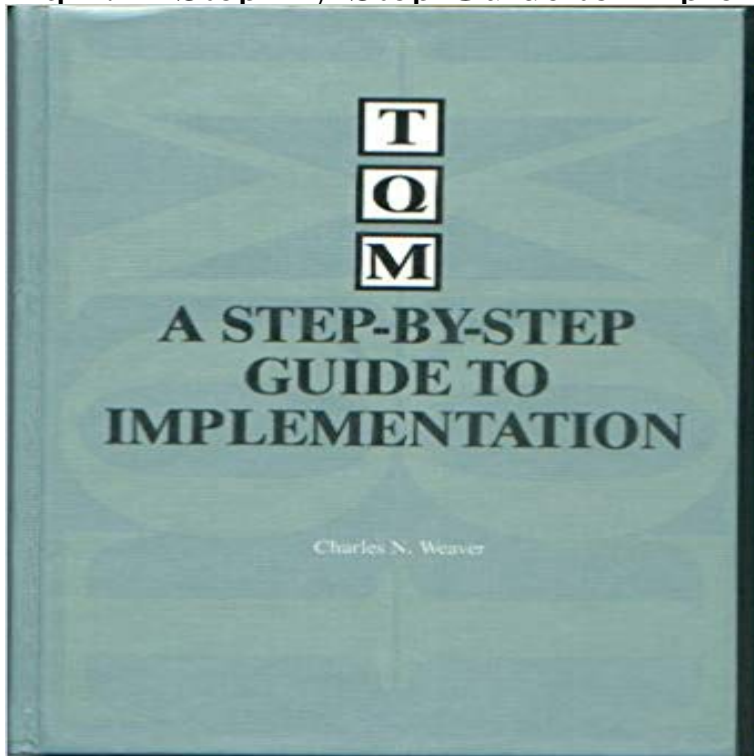


## Tqm: A Step-By-Step Guide to Implementation



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