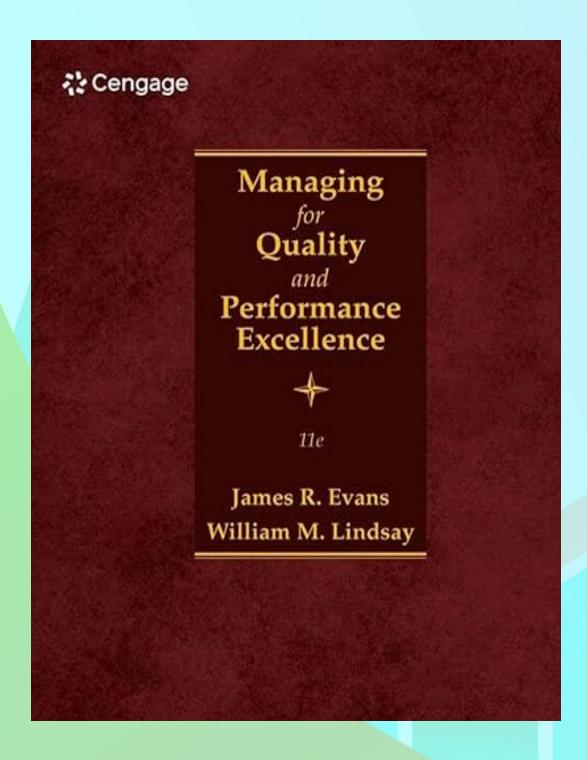


## MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE (11TH EDITION)



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