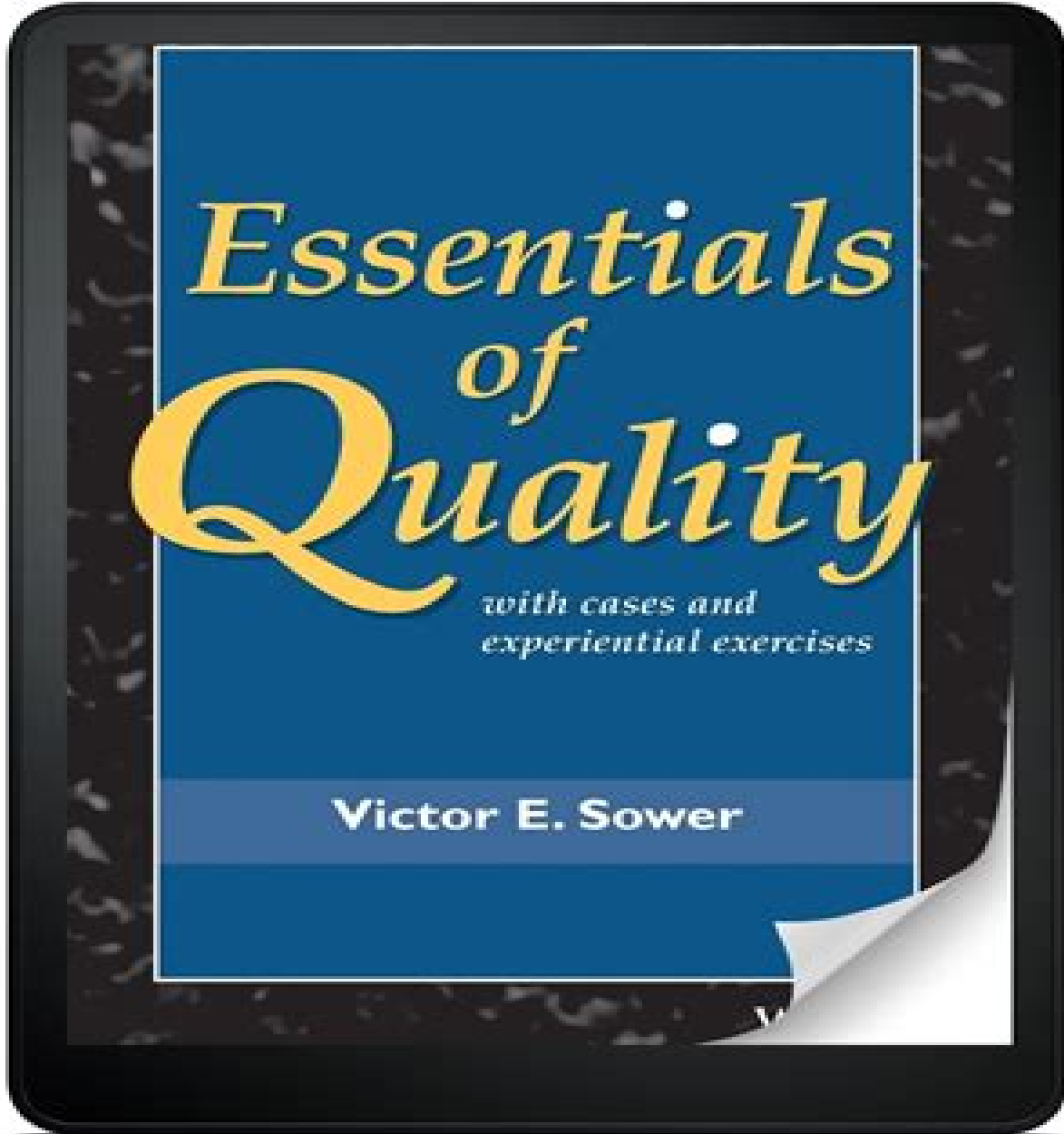


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Essentials of Quality

*with cases and
experiential exercises*

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