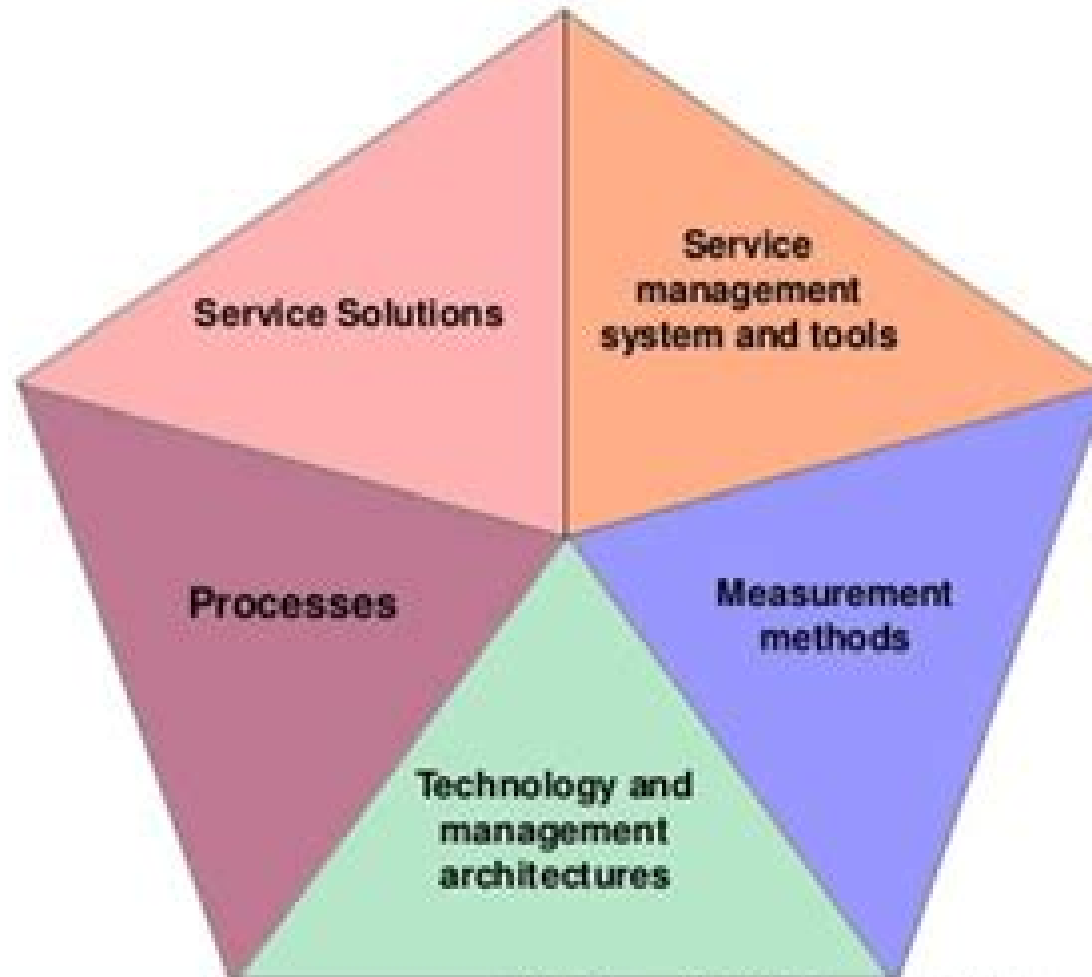


3. SERVICE DESIGN

FIVE ASPECTS OF SERVICE DESIGN



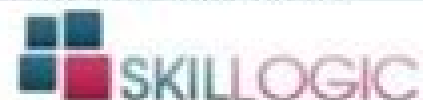
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