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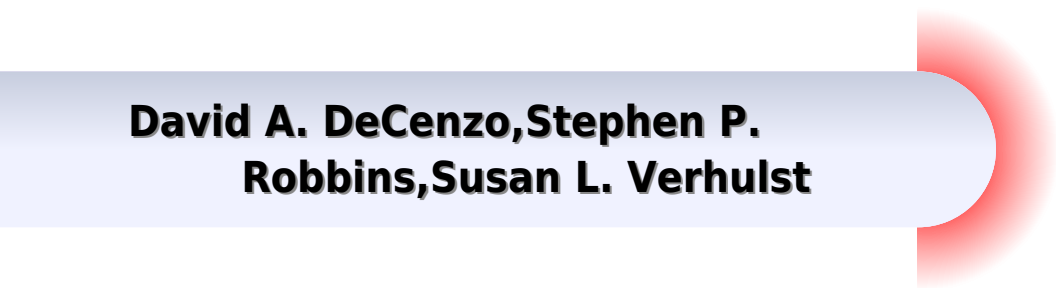
GAINING A COMPETITIVE ADVANTAGE **12e**

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