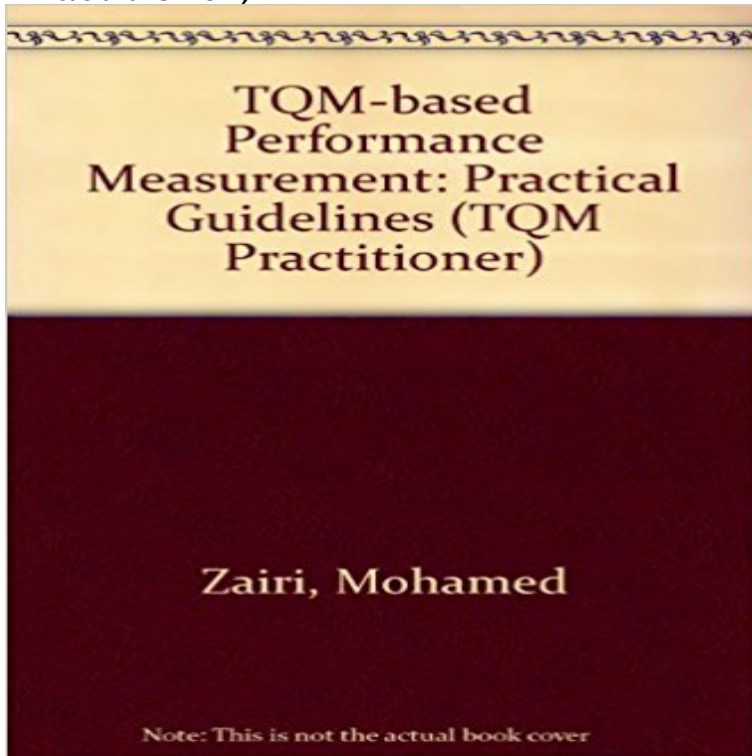


# TQM-based Performance Measurement: Practical Guidelines (TQM Practitioner)



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