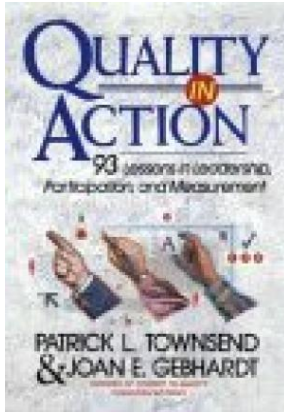


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QUALITY IN ACTION: 93 LESSONS IN LEADERSHIP, PARTICIPATION, AND MEASUREMENT



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