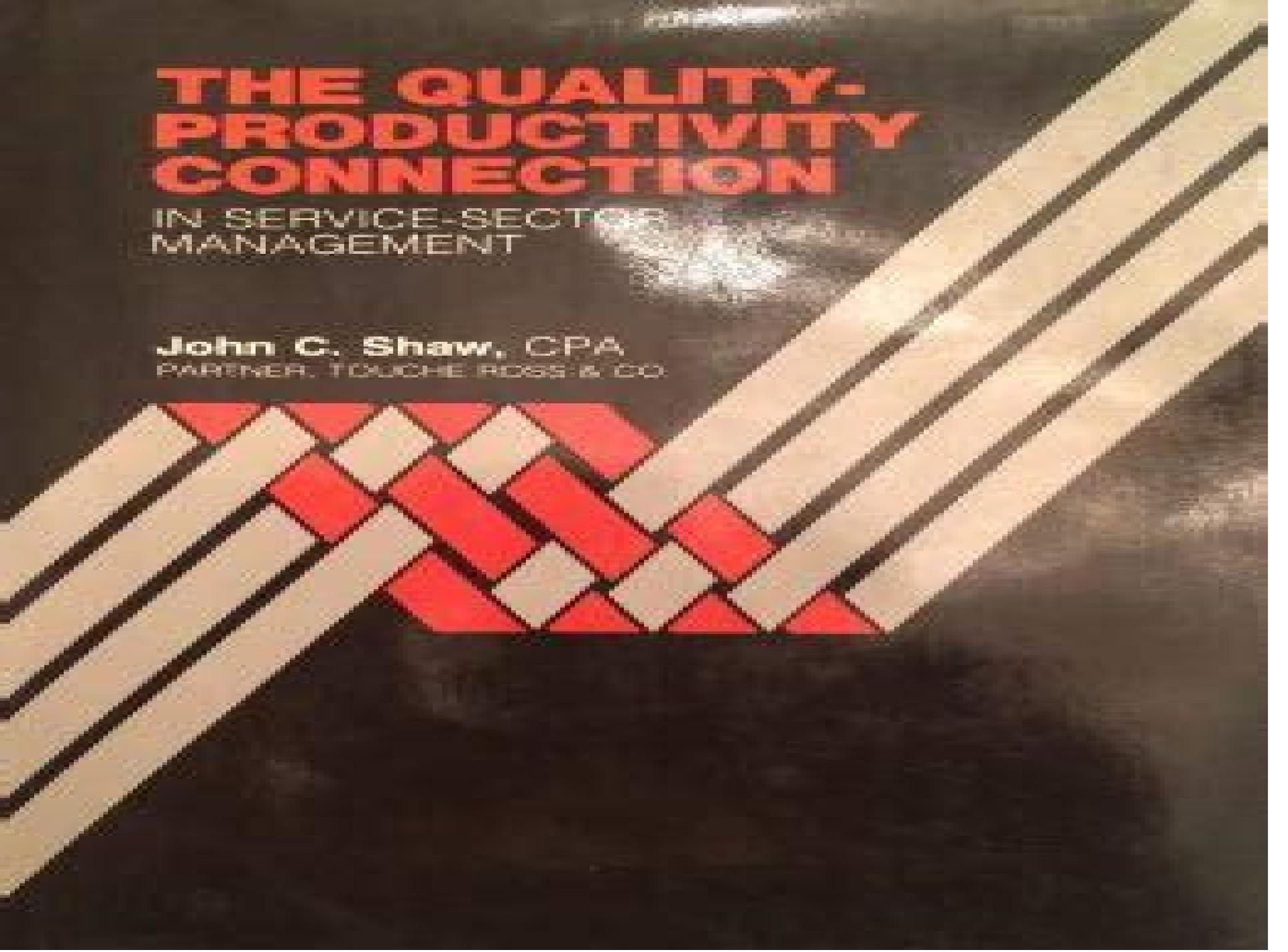


THE QUALITY- PRODUCTIVITY CONNECTION

IN SERVICE-SECTOR
MANAGEMENT

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The Quality Productivity Connection In Service Sector Management

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