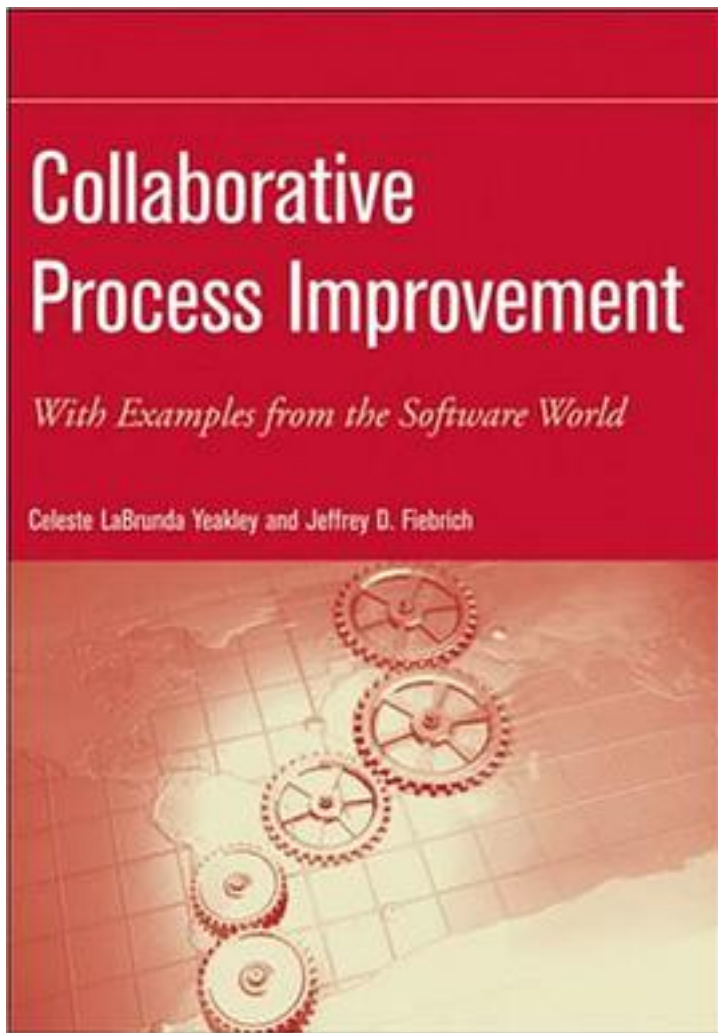


Collaborative Process Improvement



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著者:Yeakley, Celeste/ Fiebrich, Jeffrey D.

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This practical, user-friendly handbook specifically addresses software companies that

are interested in implementing effective improvement processes into the daily work life of every employee. A wealth of checklists, templates, exercises, tips, and pitfalls to avoid make it easy for readers to integrate quality awareness into their organization's day-to-day processes at every level.

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