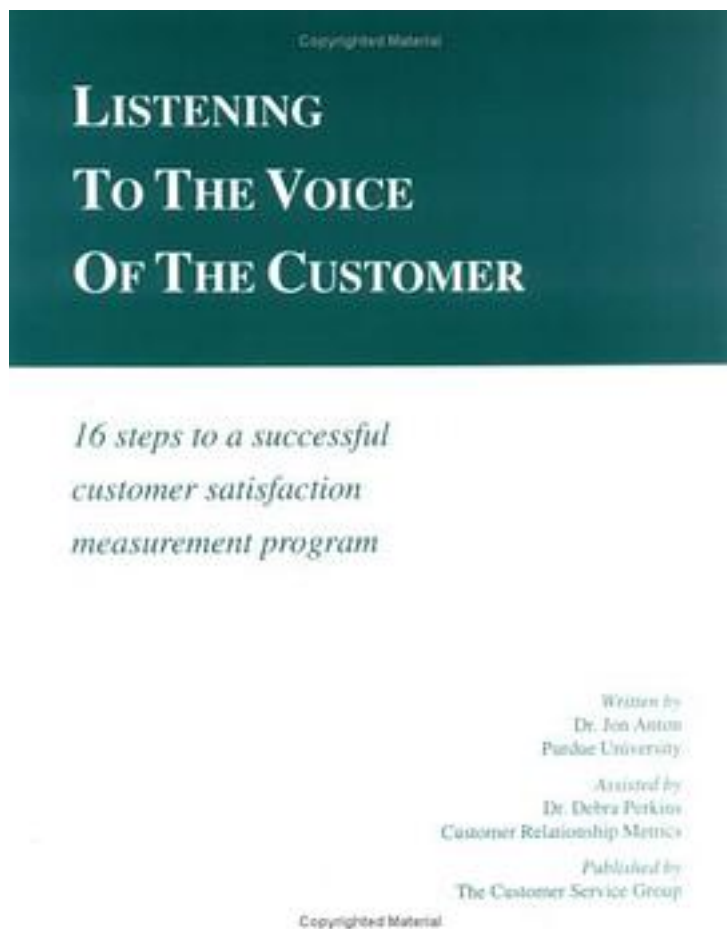


# Listening to the Voice of the Customer (Ichor Business Books)



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