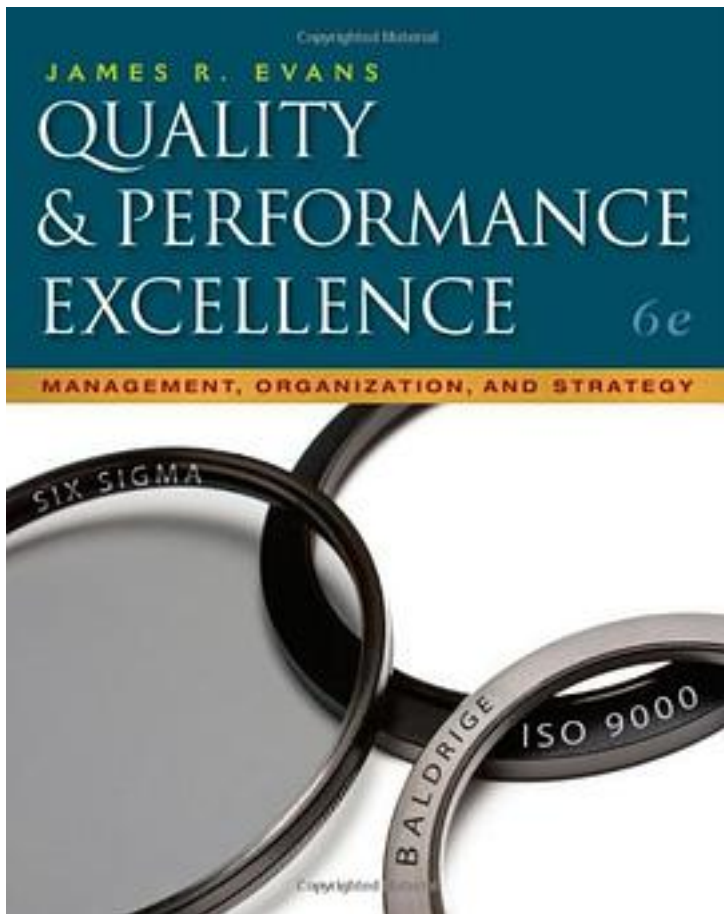


Quality & Performance Excellence



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Delivering cutting-edge coverage that includes the latest thinking and practices from the field, QUALITY AND PERFORMANCE EXCELLENCE, 6e presents the basic principles and tools associated with quality and performance excellence using relevant, real-world illustrations and examples. The text thoroughly illustrates how these basic

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