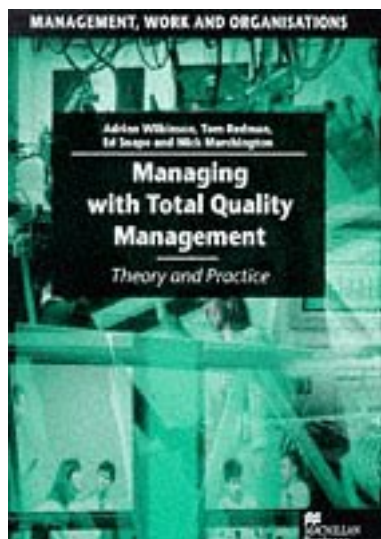


Managing with Total Quality Management



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出版者:Palgrave Macmillan

出版时间:1998-01-01

装帧:Paperback

isbn:9780333620076

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