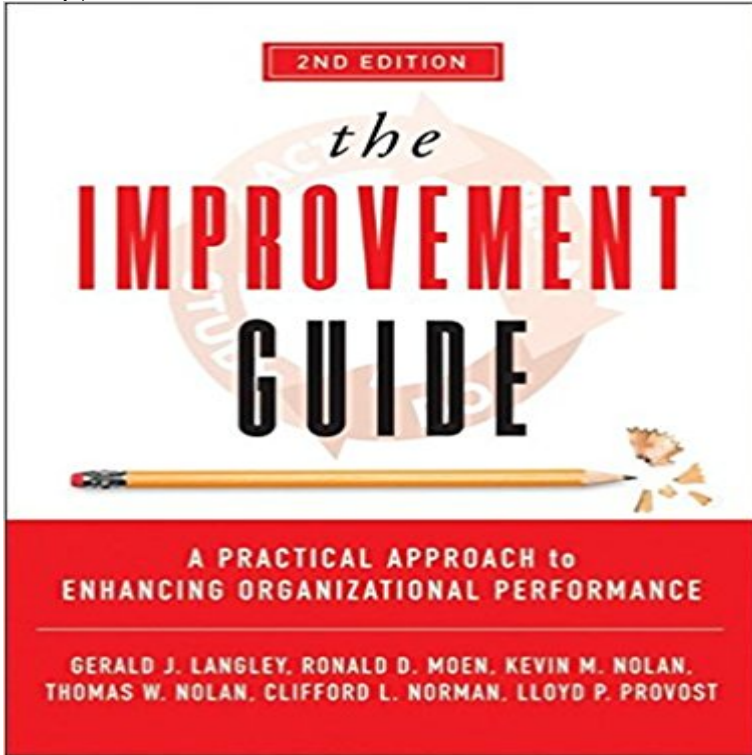


The Improvement Guide: A Practical Approach to Enhancing Organizational Performance



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