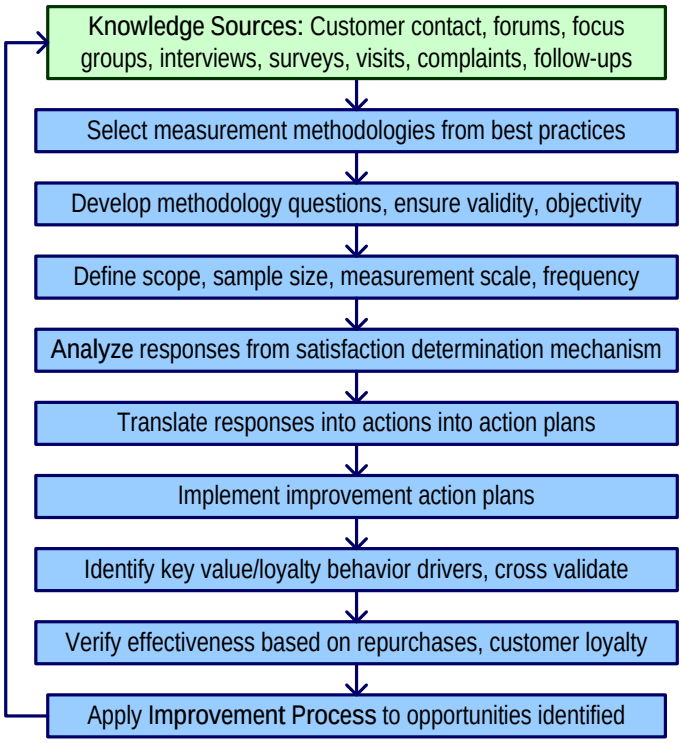
TOTAL BALDRIGE MANAGEMENT SYSTEM

Fig. 3.2b-_: Customer Satisfaction Determination

CUSTOMER AND MARKET MANAGEMENT SYSTEM



CUSTOMER AND MARKET MANAGEMENT SYSTEM

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