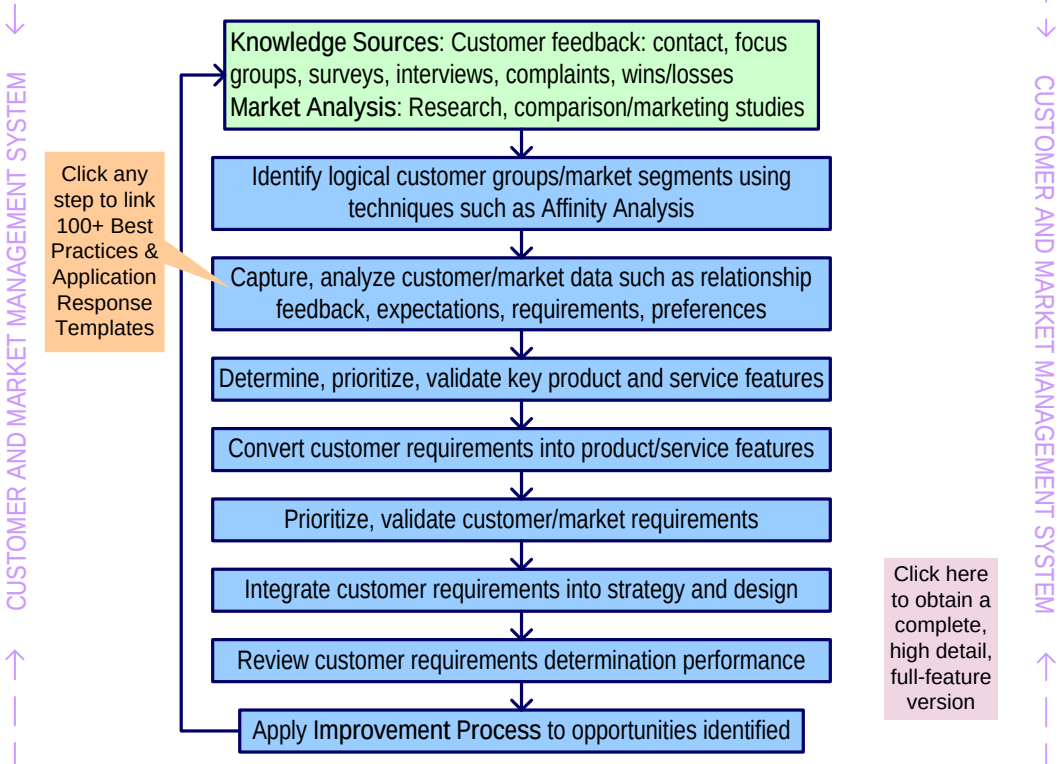
TOTAL BALDRIGE MANAGEMENT SYSTEM

Fig. 3.1a-_: Customer Segmentation & Knowledge Determination



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