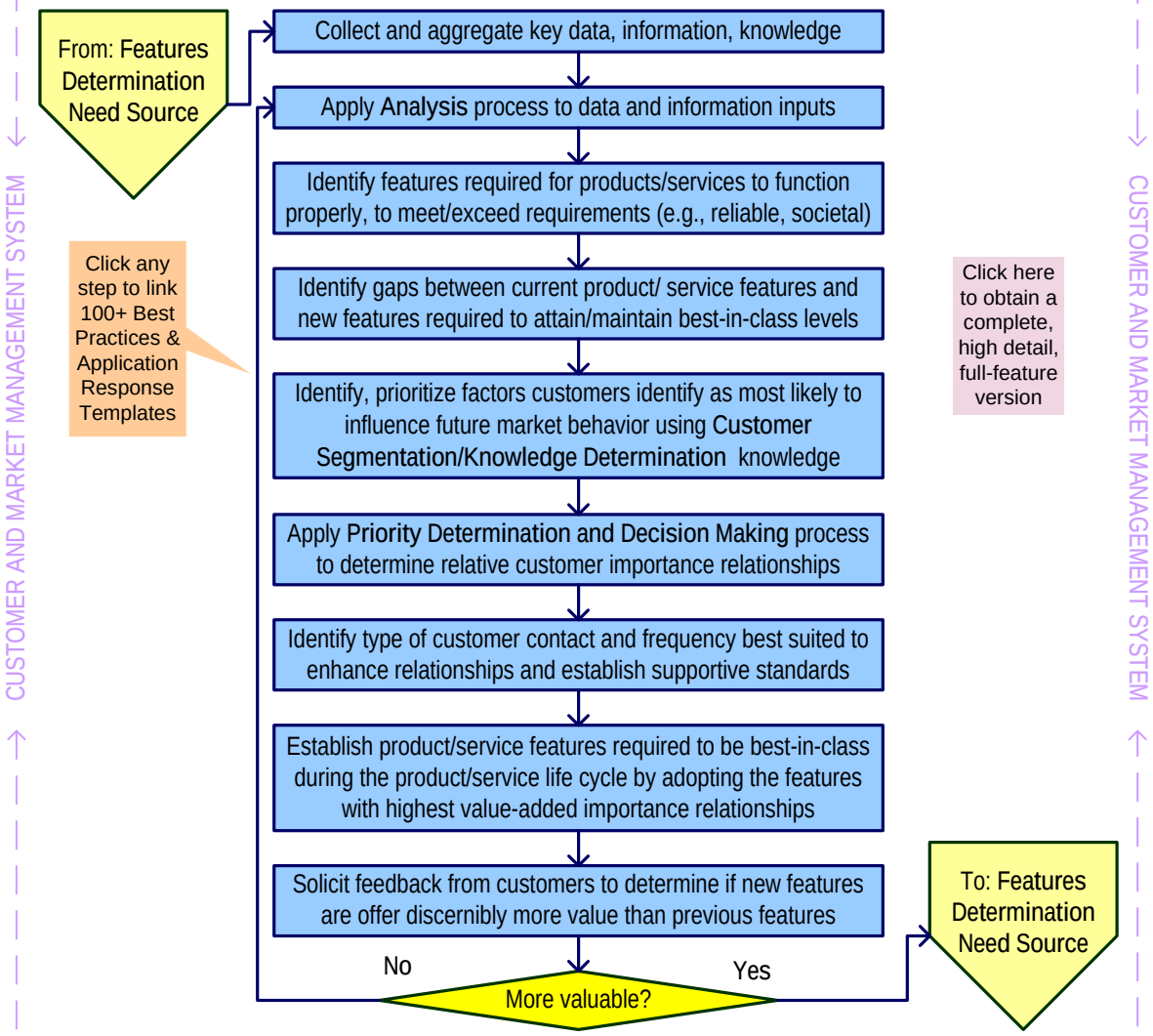
TOTAL BALDRIGE MANAGEMENT SYSTEM

## Fig. 3.1a-_: Product and Services Features Determination

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