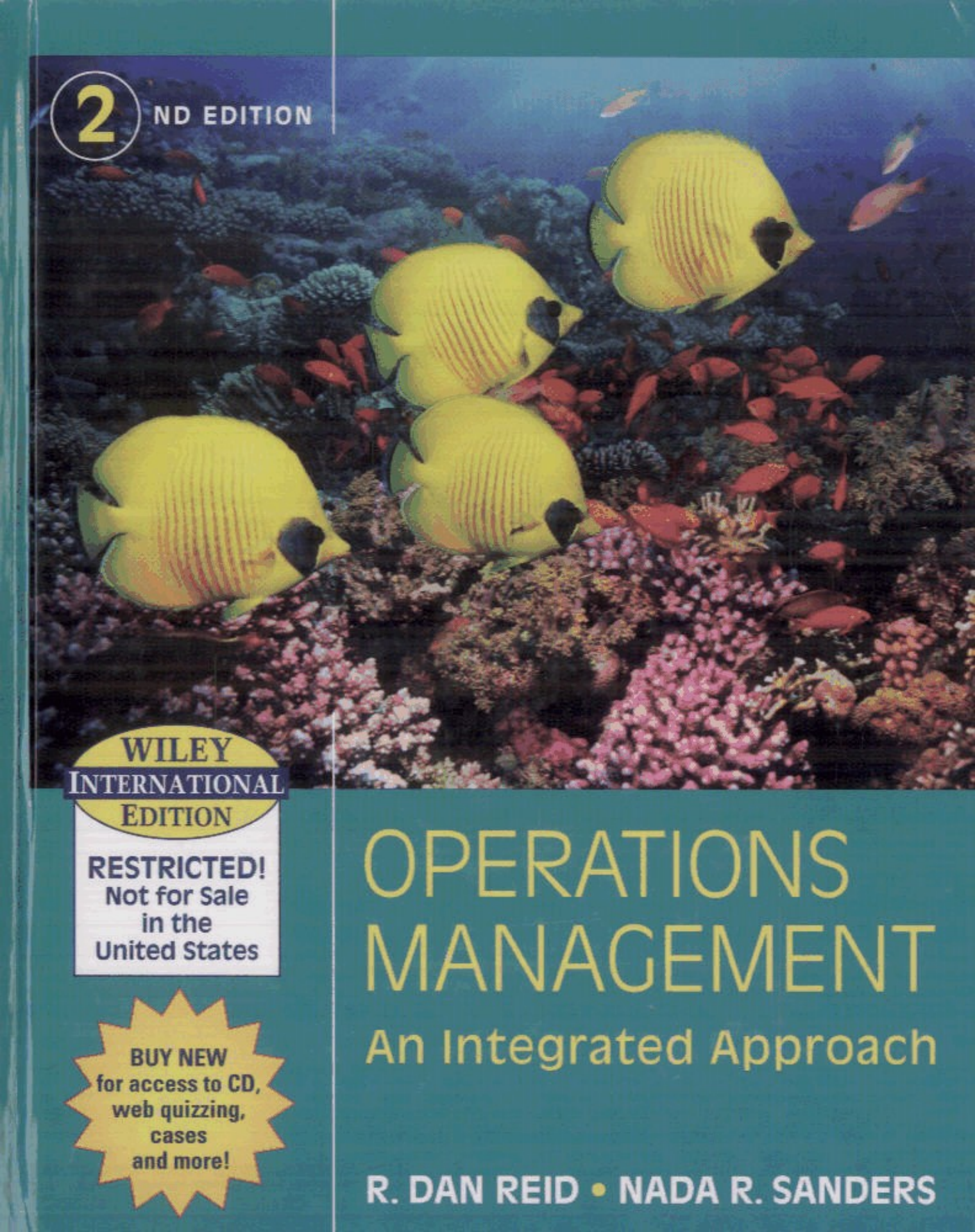




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OPERATIONS MANAGEMENT

An Integrated Approach

R. DAN REID • NADA R. SANDERS

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