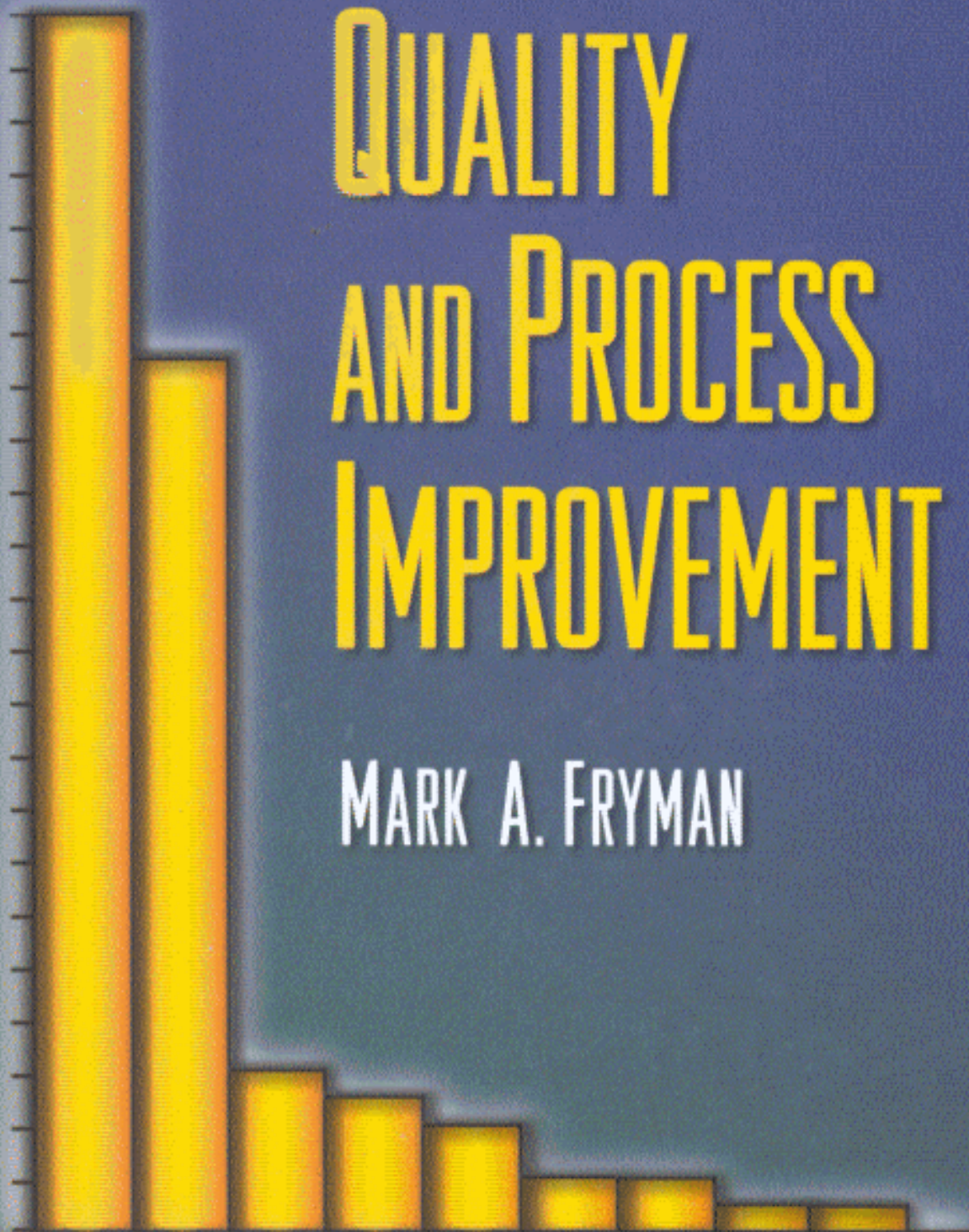


DELMAR

THOMSON LEARNING

# QUALITY AND PROCESS IMPROVEMENT

MARK A. FRYMAN



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