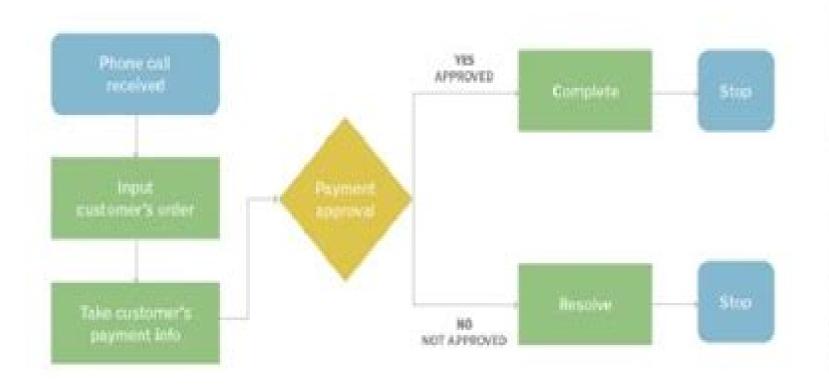
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Business Process Mapping Improving Customer Satisfaction

JG Myers

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