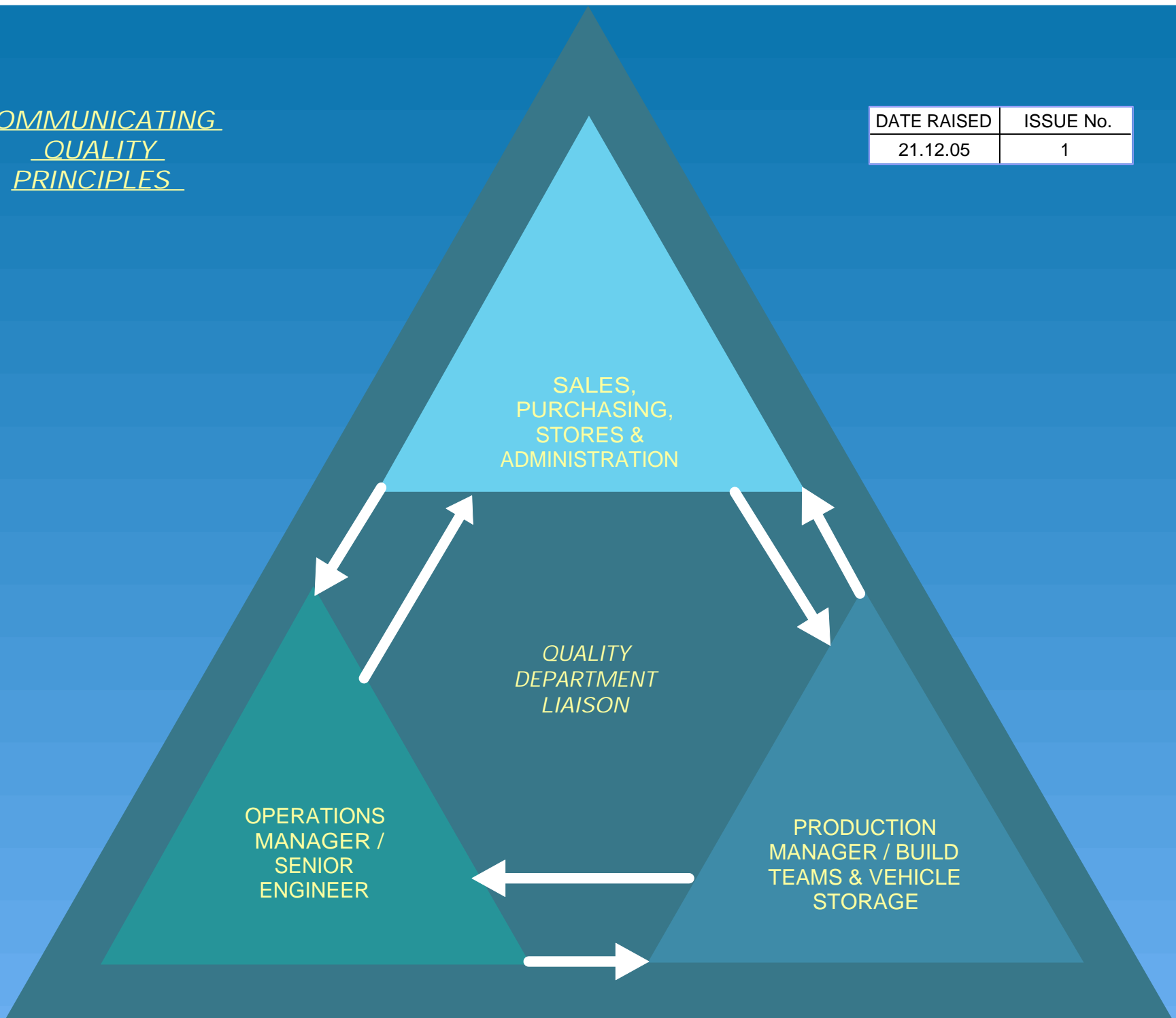


COMMUNICATING
QUALITY
PRINCIPLES

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SALES,
PURCHASING,
STORES &
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