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Judith Broady-Preston

Owens, *et al.*, 1996

1998

1998

Frappaloro, 1998

1997

Sharman, 1998

British Quality Foundation, 1996

1992

McNerney, 1996

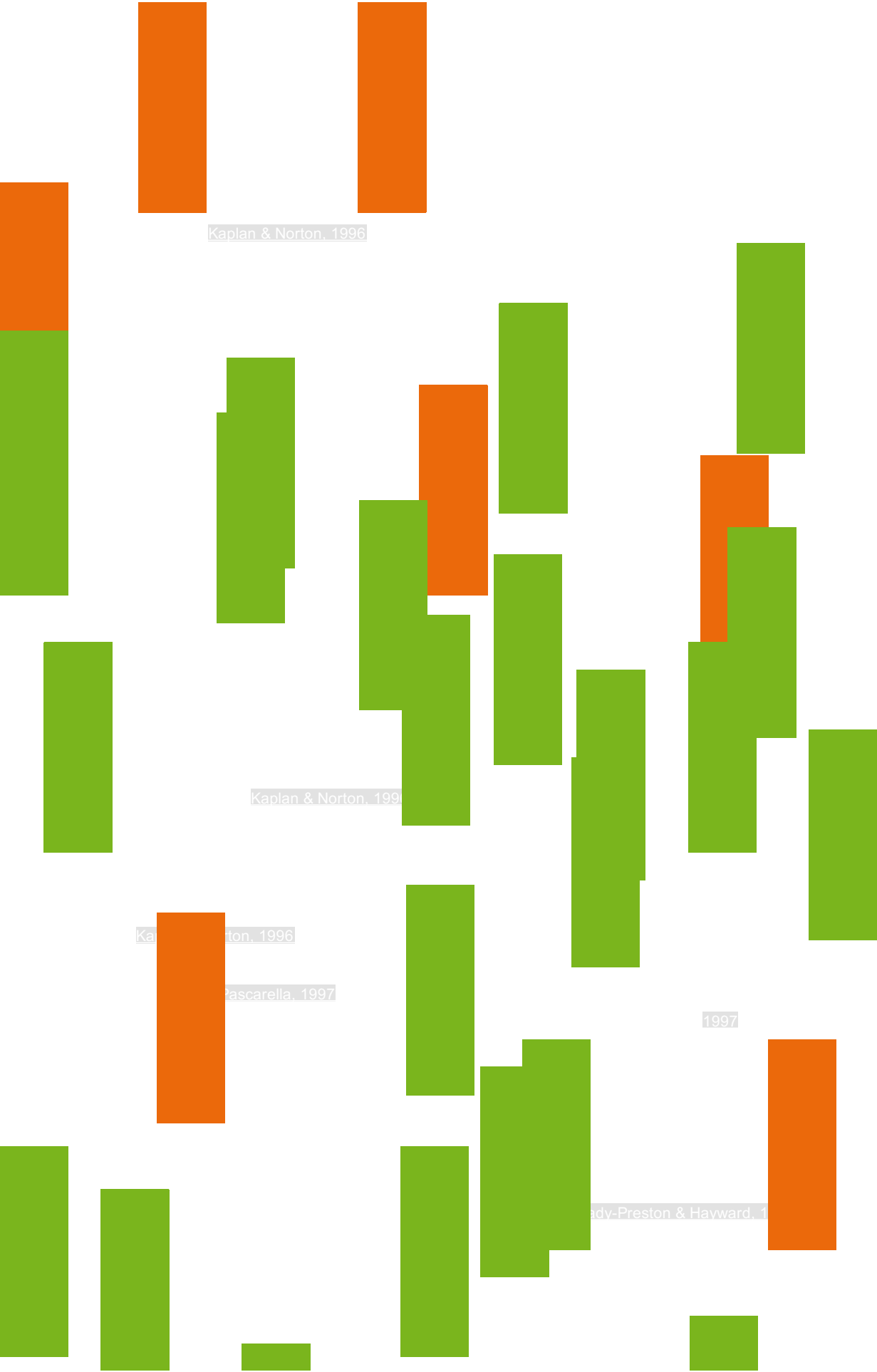
Migliorato *et*

*al.*, 1996

1992

Brookman, 1998

1998



Kaplan & Norton, 1996

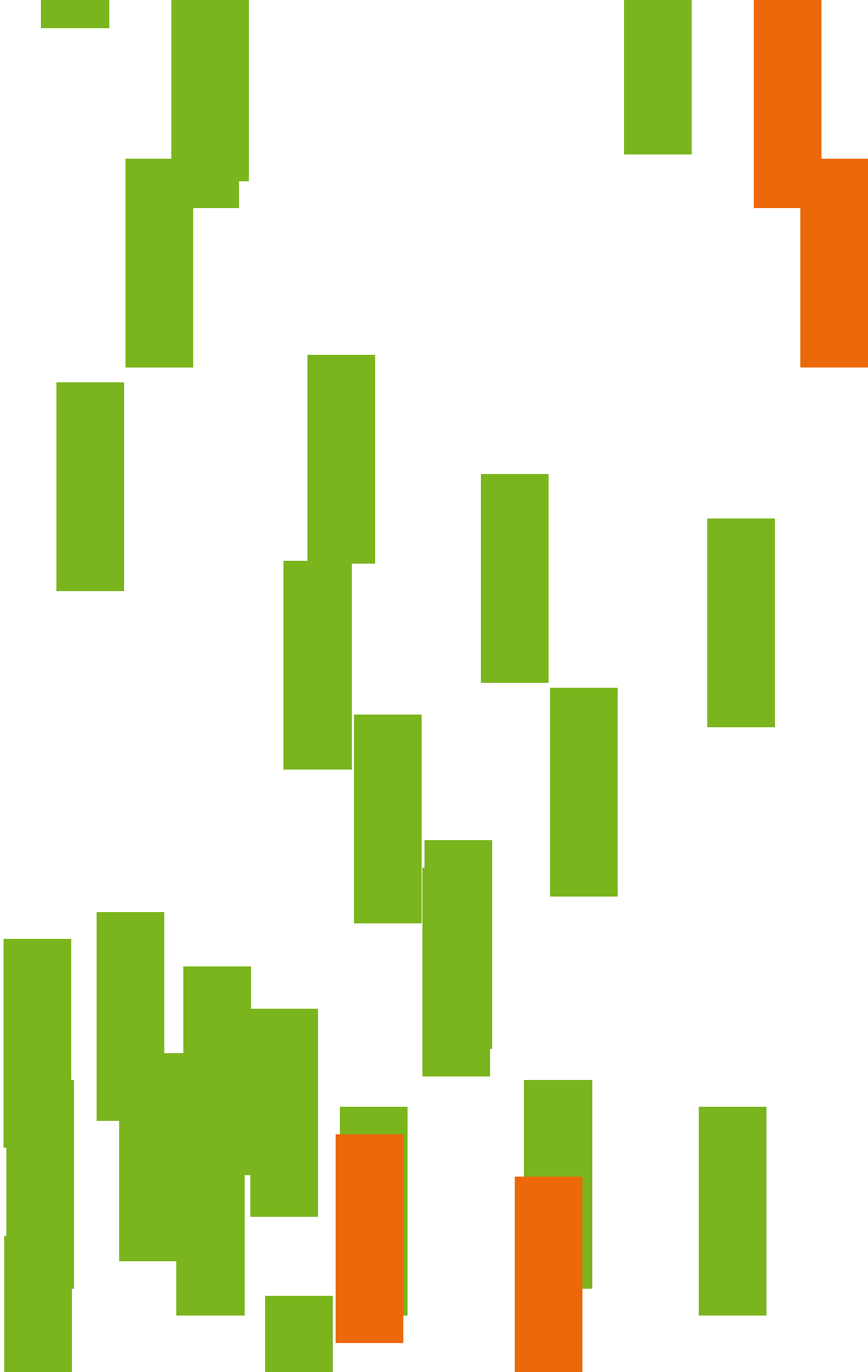
Kaplan & Norton, 1996

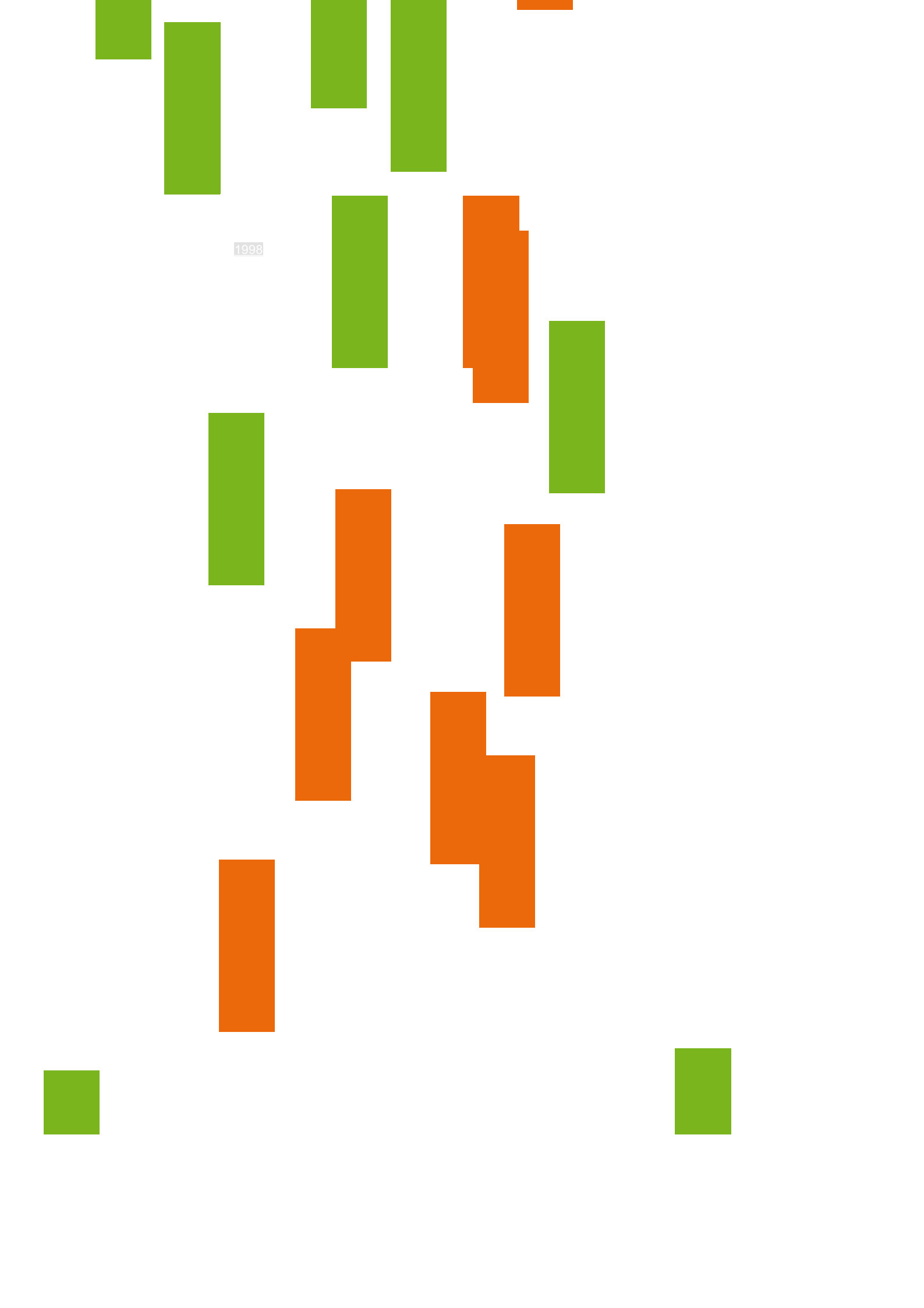
Kaplan & Norton, 1996

Pascarella, 1997

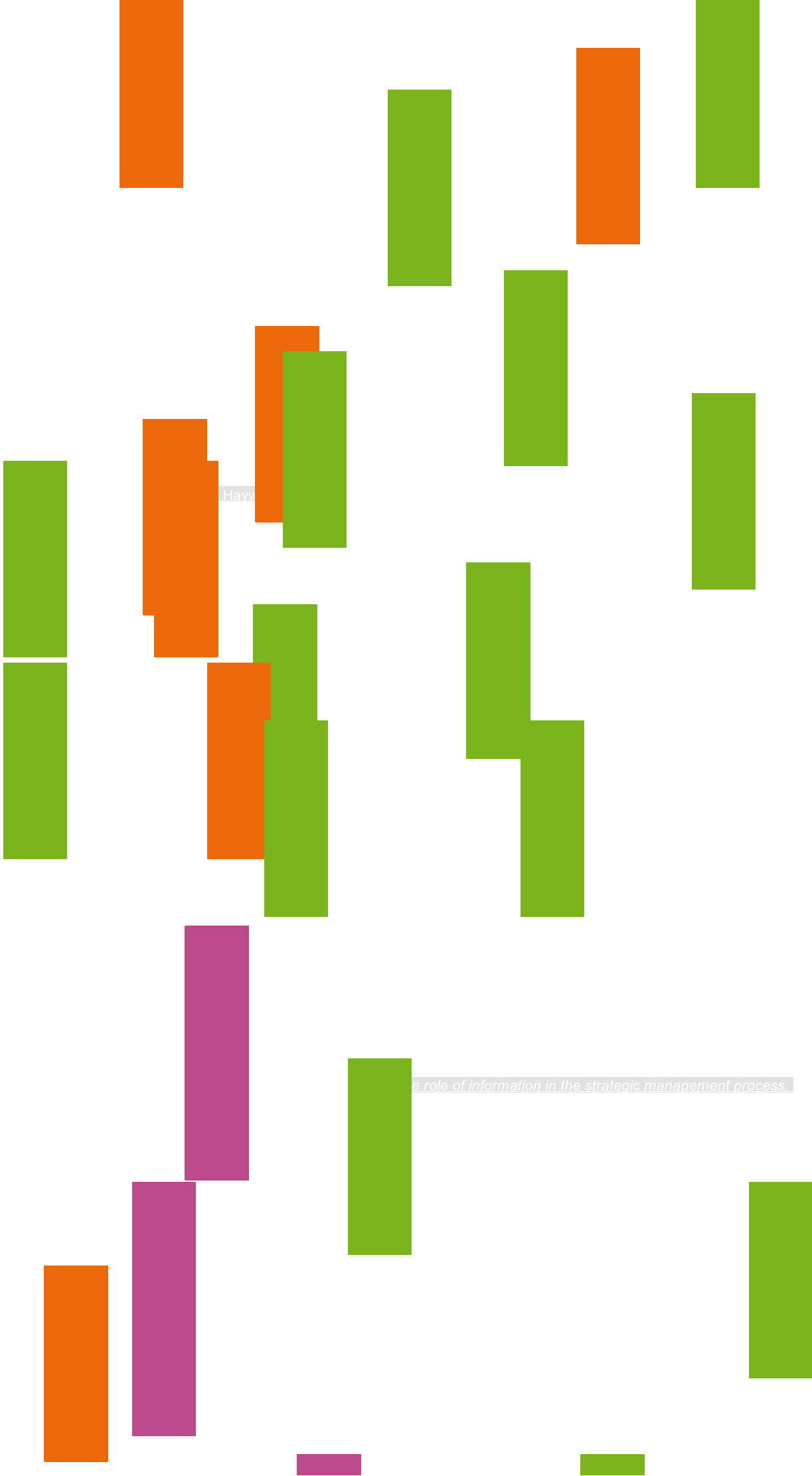
1997

ady-Preston & Hayward, 1997









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