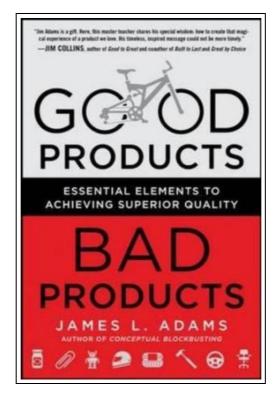
# Good Products, Bad Products: Essential Elements to Achieving Superior Quality (Hardback)



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