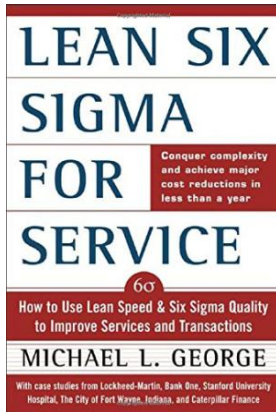


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LEAN SIX SIGMA FOR SERVICE: HOW TO USE LEAN SPEED AND SIX SIGMA QUALITY TO IMPROVE SERVICES AND TRANSACTIONS



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