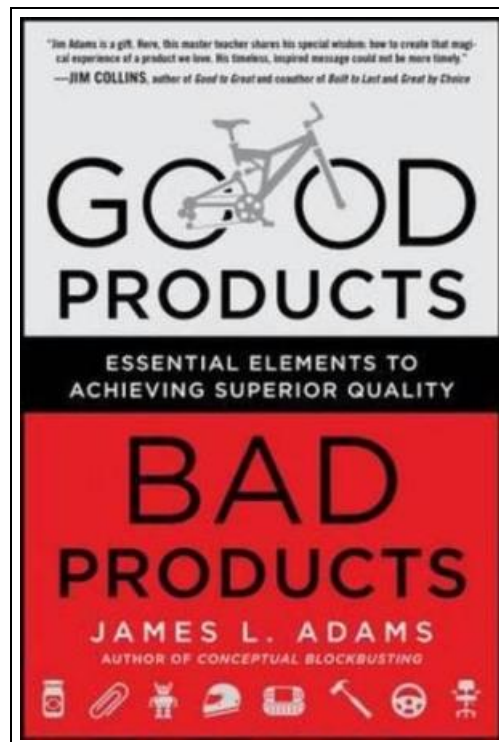


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GOOD PRODUCTS, BAD PRODUCTS: ESSENTIAL ELEMENTS TO ACHIEVING SUPERIOR QUALITY (HARDBACK)

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