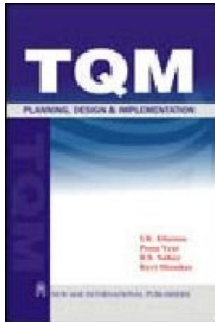


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TOTAL QUALITY MANAGEMENT: PLANNING, DESIGN & IMPLEMENTATION



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- Authored by Khanna, V.K.
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