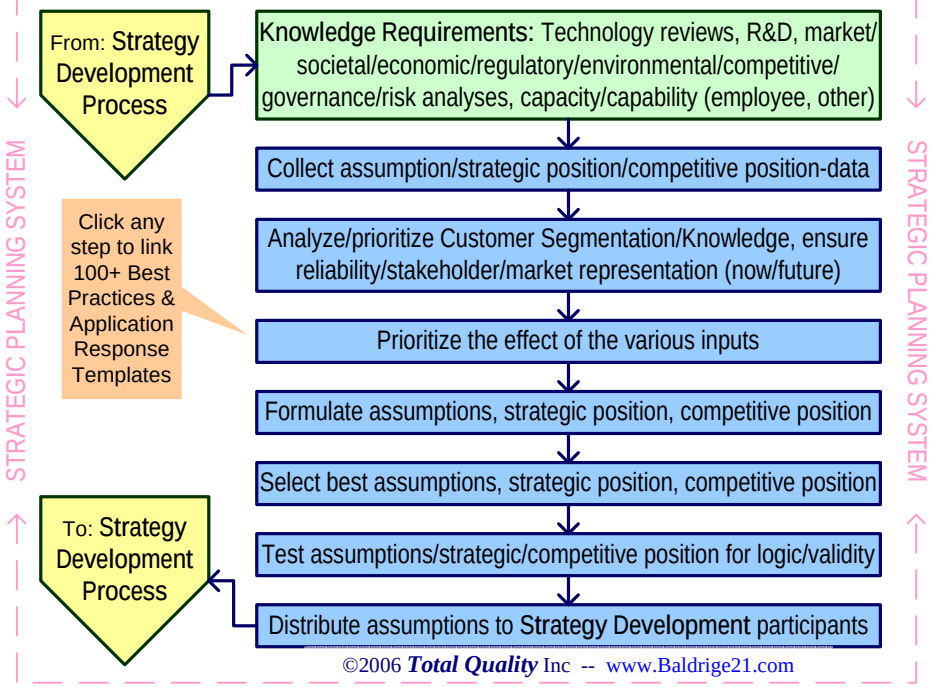
TOTAL BALDRIGE MANAGEMENT SYSTEM

Figure 2.1a-_: Strategic Assumptions



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