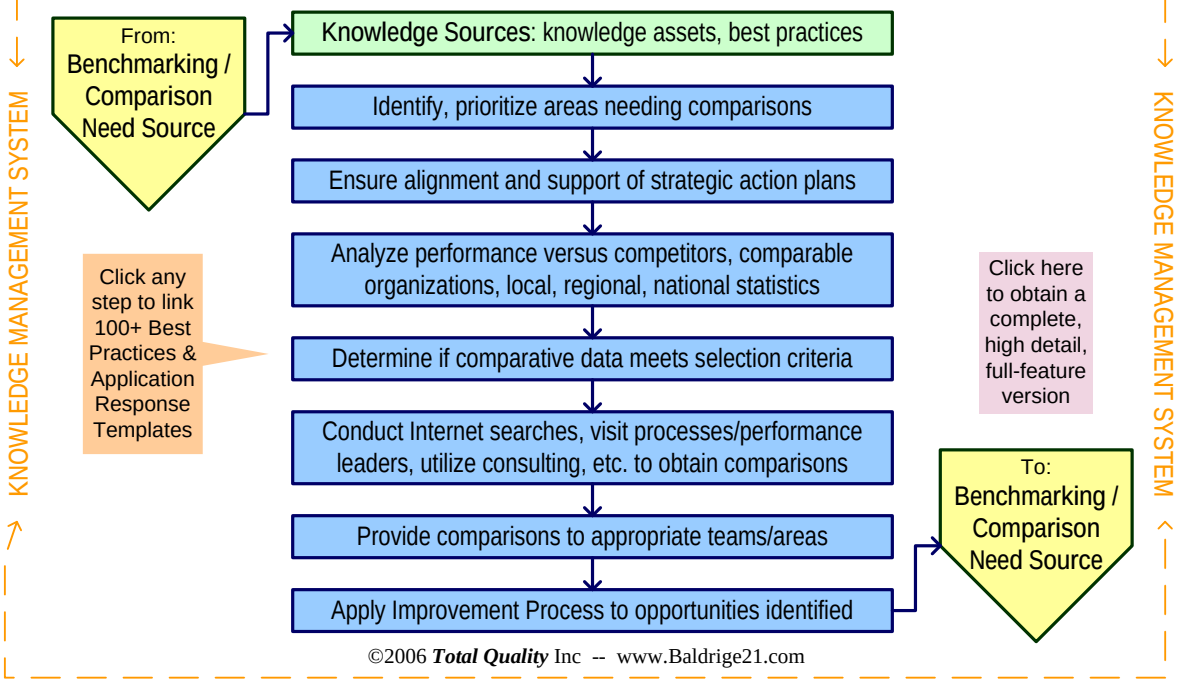
TOTAL BALDRIGE MANAGEMENT SYSTEM

Fig. 4.1a-_: Benchmarking and Comparison



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