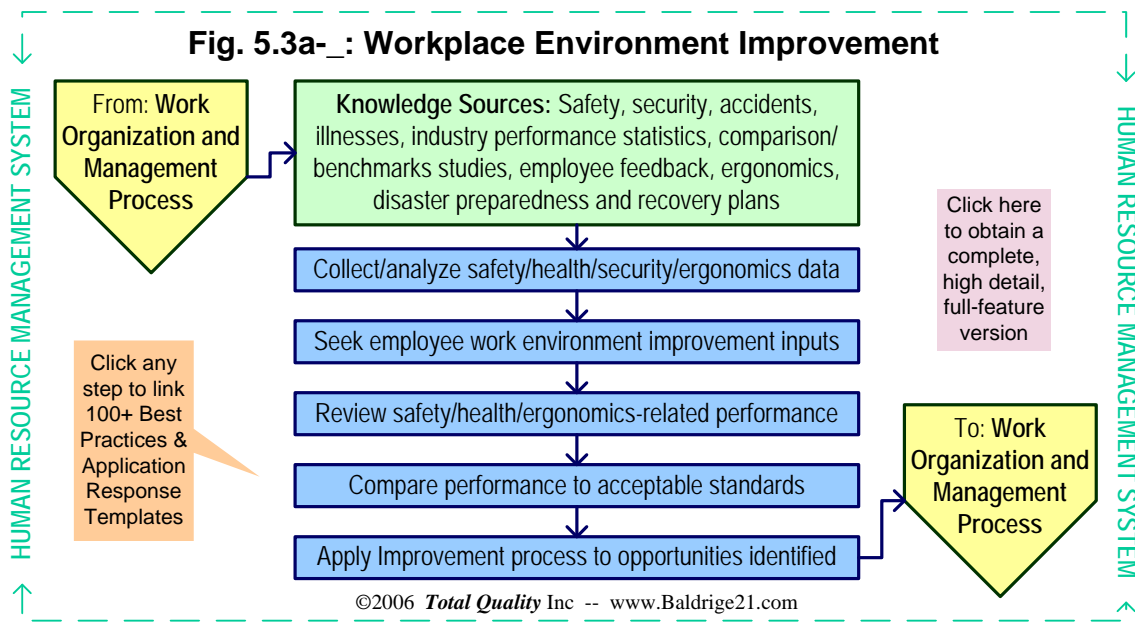


TOTAL BALDRIGE MANAGEMENT SYSTEM

Fig. 5.3a-_: Workplace Environment Improvement



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