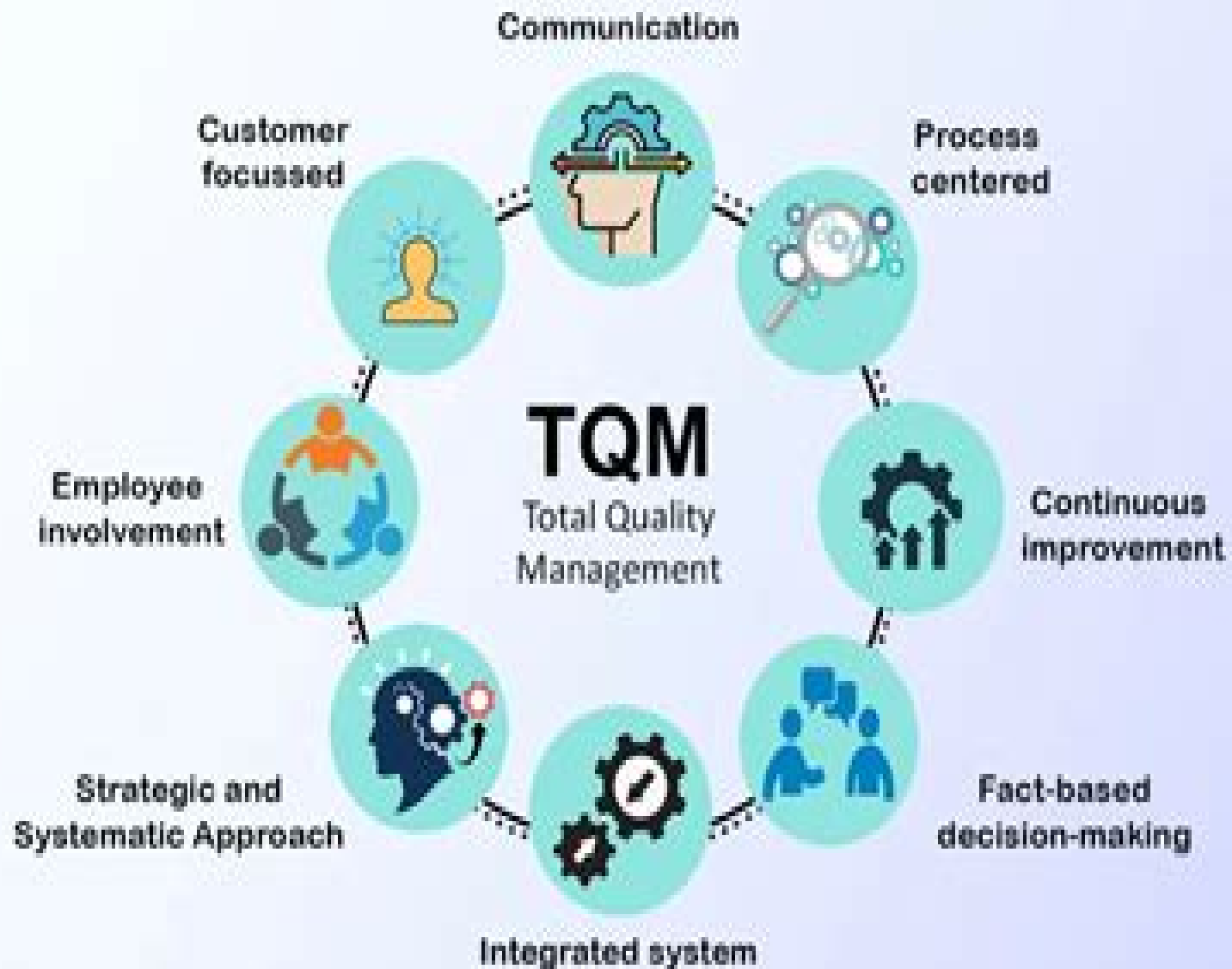


# Principles of Total Quality Management



# Management A Total Quality Perspective

**Ashok Rao**



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