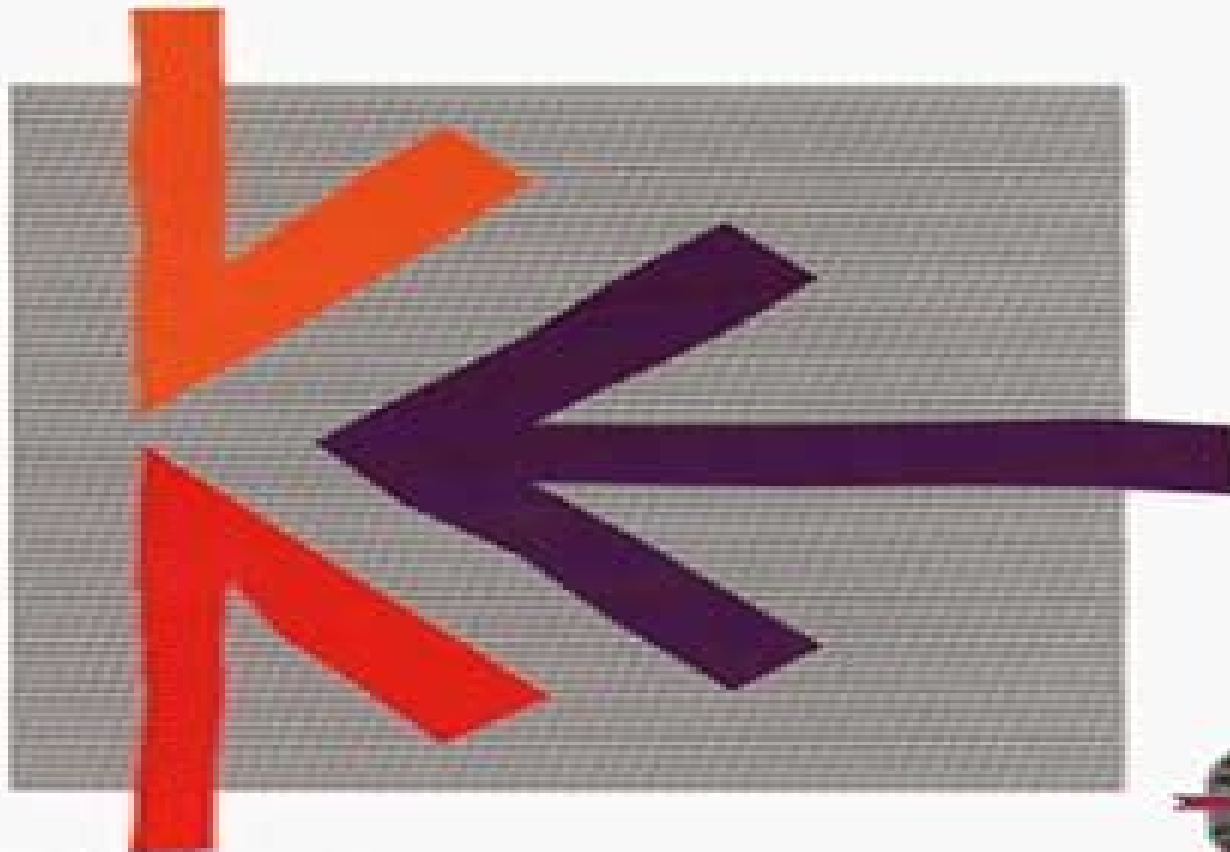


# Satisfying Internal Customers First!



Richard Y. Chang  
P. Keith Kelly



# Satisfying Internal Customers First A Practical Guide To Improving Internal And External Customer Satisfaction

**Kathleen Armour**



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