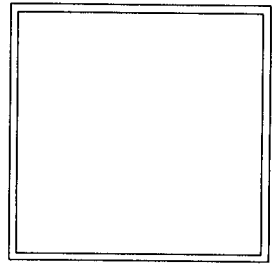


# How to Lead a Business Process Improvement Effort





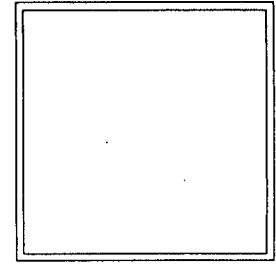
# How to Lead a Business Process Improvement Effort

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AMERICAN MANAGEMENT ASSOCIATION





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