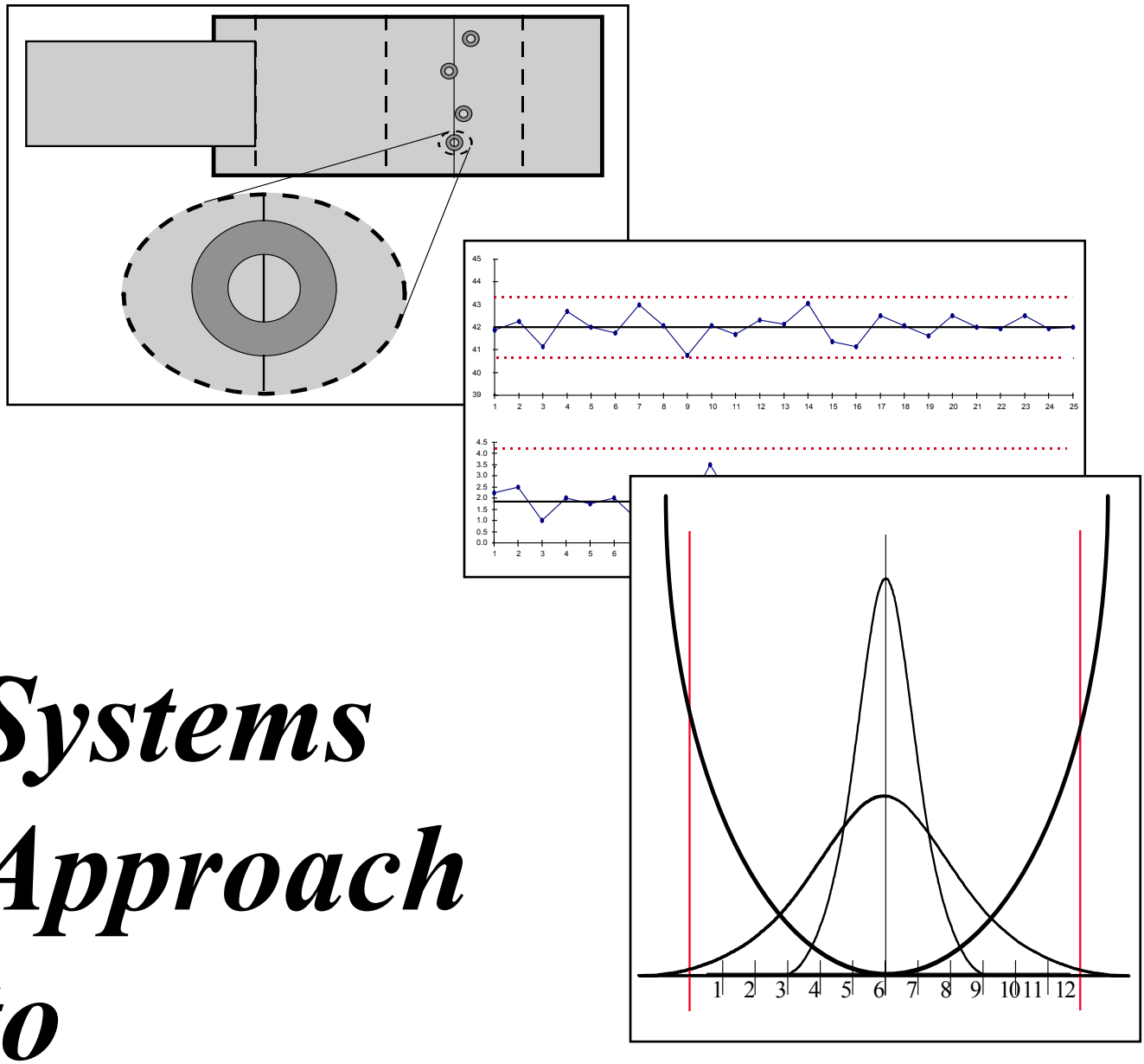


# *Systems Approach to Process Improvement*

*Workbook*

*TQL*