

# TOTAL QUALITY MANAGEMENT

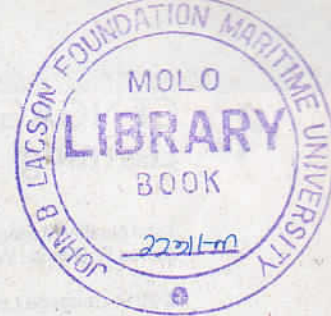
**Ninth Edition**

James R. Evans • William M. Lindsay



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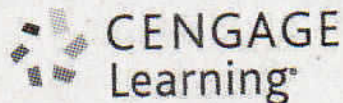
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