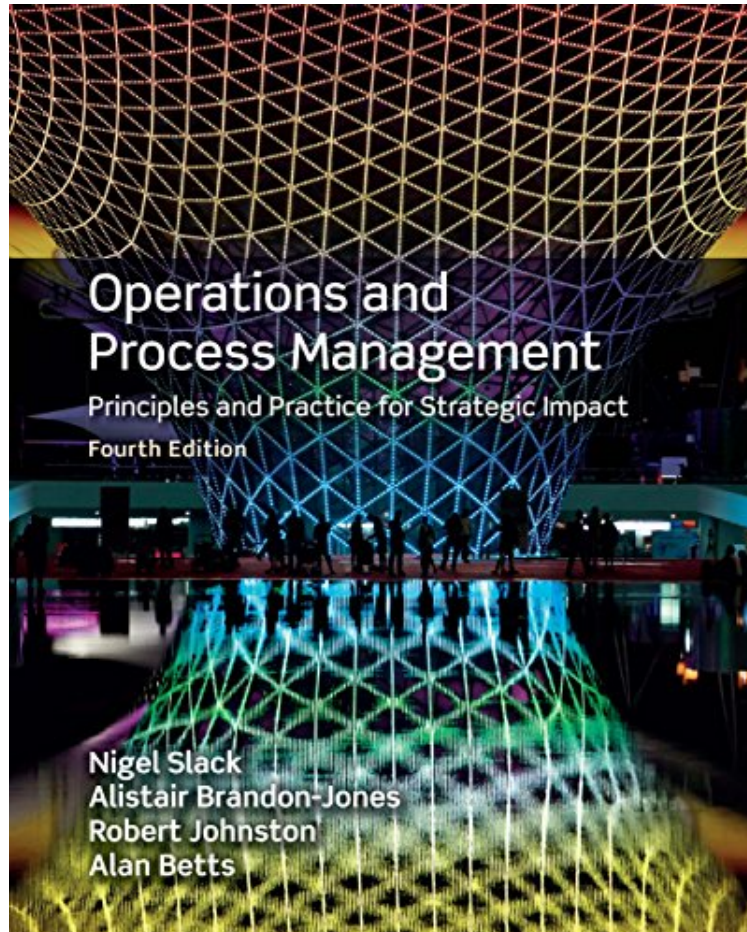


Operations and Process Management

Nigel Slack, Alistair Brandon-Jones, Robert Johnston, Alan Betts
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