



Improving through benchmarking: a practical guide to achieving peak process performance

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Author: [Chang, Richard Y](#)
[Kelly, P. Keith](#)

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Satisfying internal customers first!: a practical guide for improving internal and external customer satisfaction

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[Kelly, P. Keith](#)

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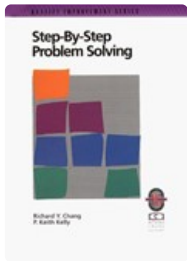
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