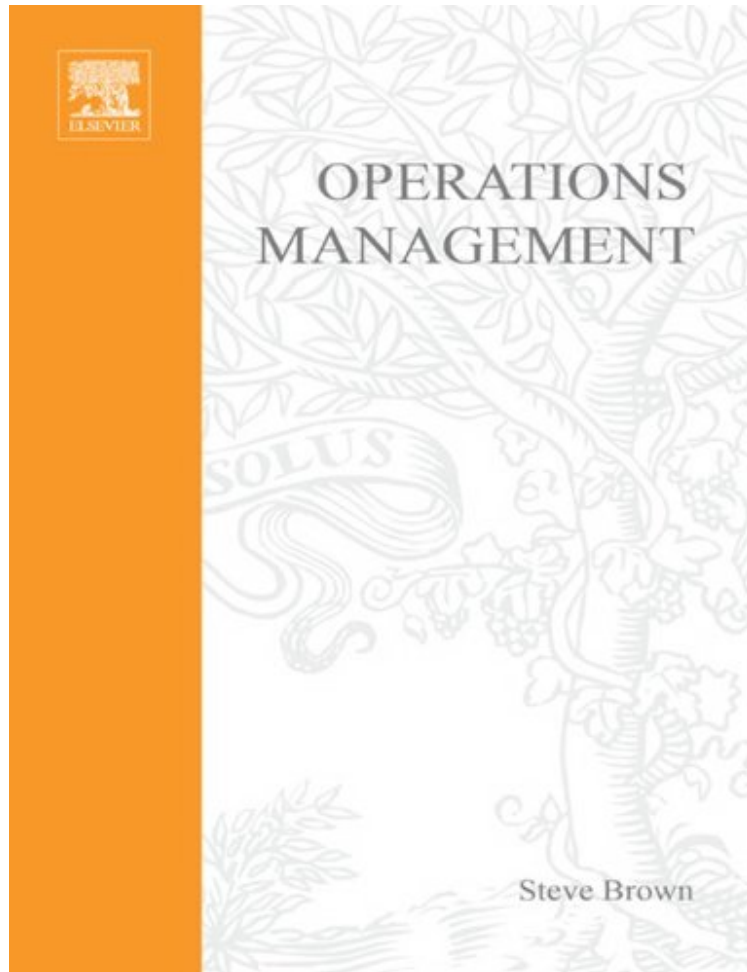


# Operations Management: Policy, Practice and Performance Improvement

*Steve Brown, Kate Blackmon, Paul Cousins, Harvey Maylor*  
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