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Achieving ISO 9000 Success in SMEs: The Development of a Work Environment Framework

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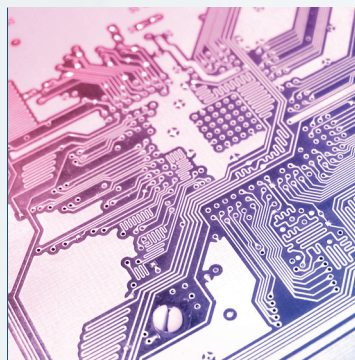
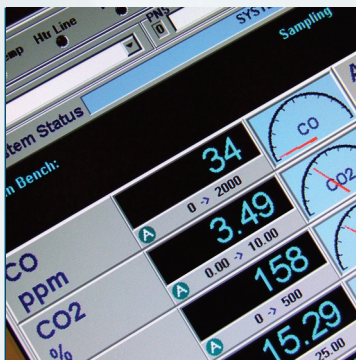
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