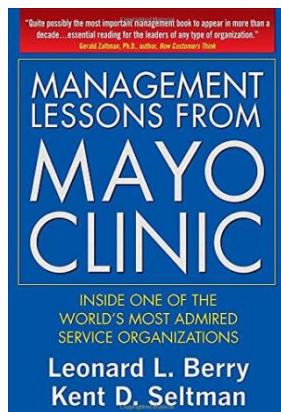


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MANAGEMENT LESSONS FROM MAYO CLINIC: INSIDE ONE OF THE WORLD'S MOST ADMIRED SERVICE ORGANIZATIONS



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