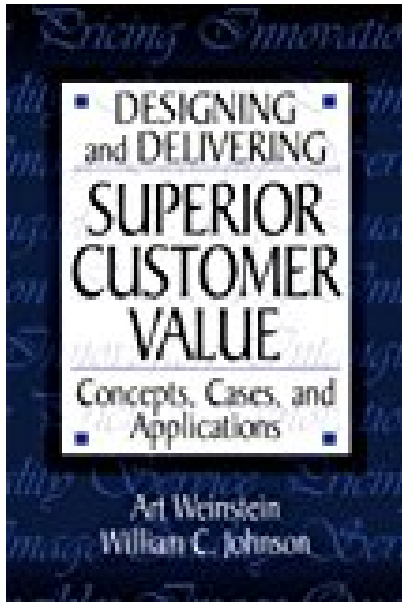


# Designing and Delivering Superior Customer Value Concepts Cases and Applications

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