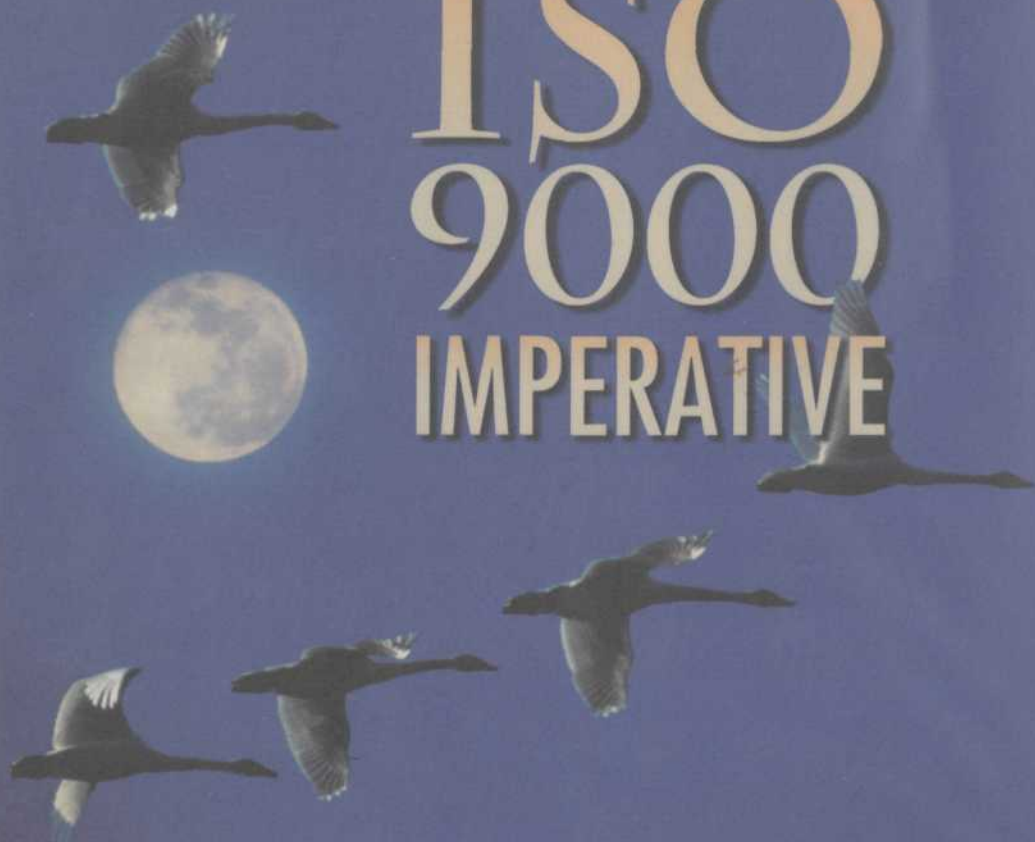


VIRTUAL LEADERSHIP

and the

ISO 9000 IMPERATIVE



T O M T A O R M I N A



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