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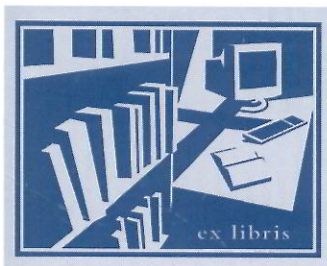


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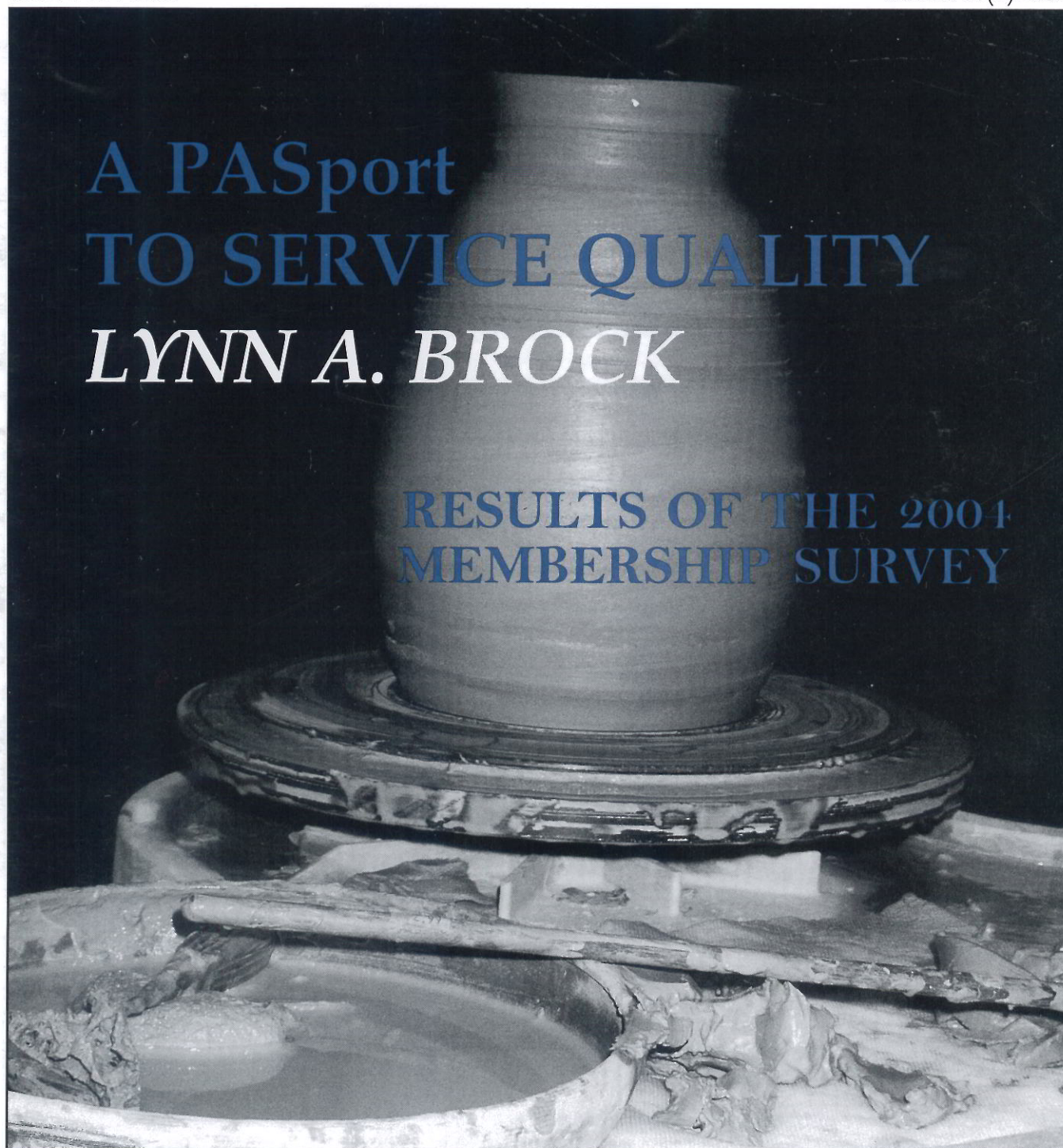
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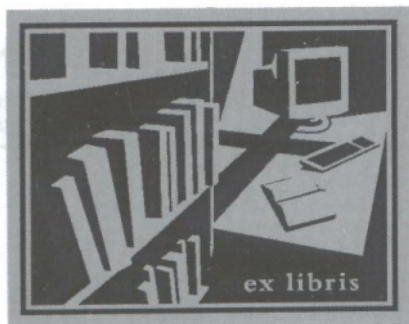
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A PASport TO SERVICE QUALITY *LYNN A. BROCK*

RESULTS OF THE 2004 MEMBERSHIP SURVEY





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