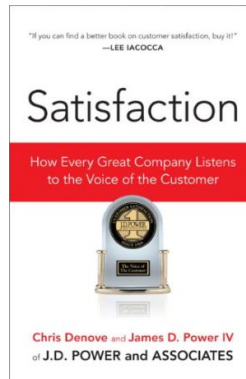


## Satisfaction: How Every Great Company Listens to the Voice of the Customer



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