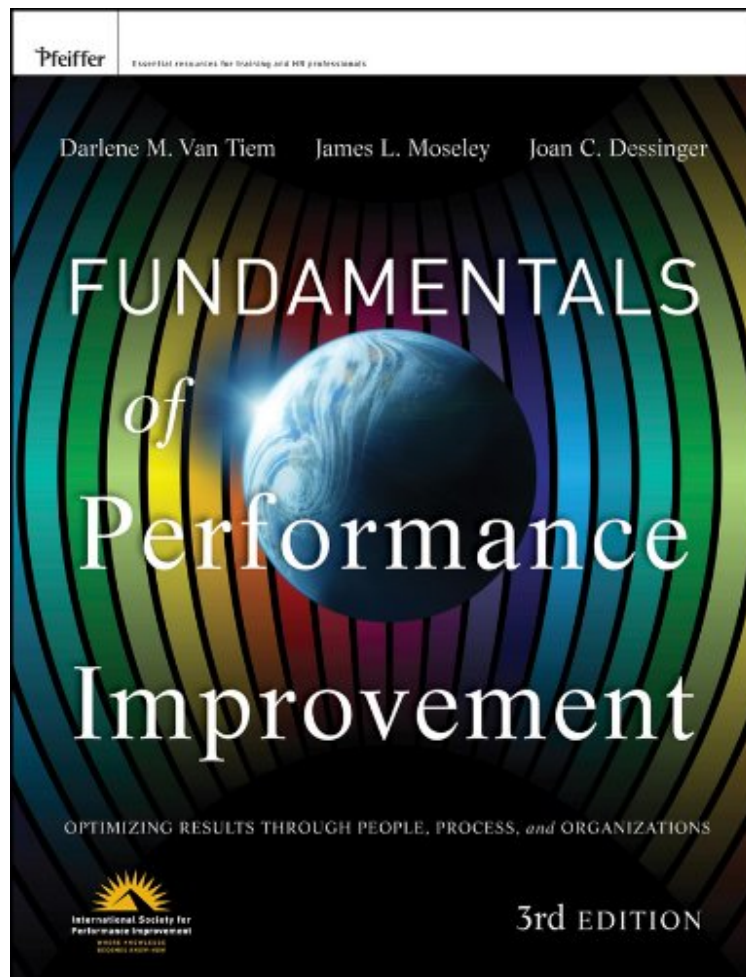


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# Fundamentals of Performance Improvement: Optimizing Results through People, Process, and Organizations

*Darlene Van Tiem, James L. Moseley, Joan C. Dessinger*  
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