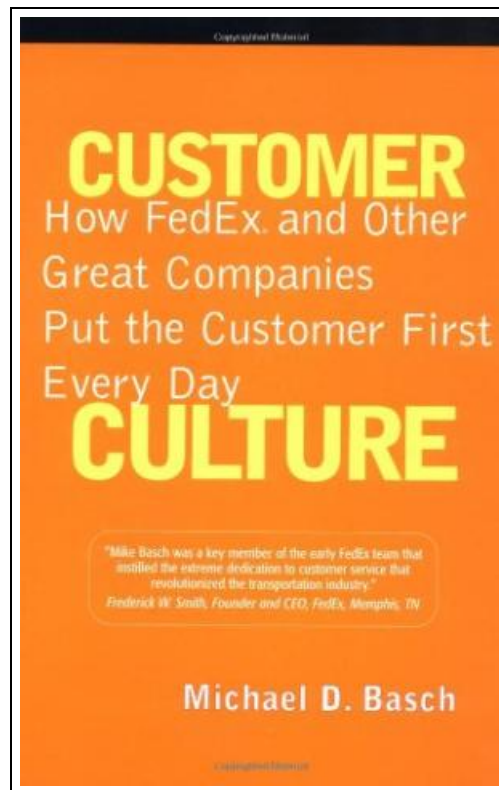


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CUSTOMER CULTURE: HOW FEDEX AND OTHER GREAT COMPANIES PUT THE CUSTOMER FIRST



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