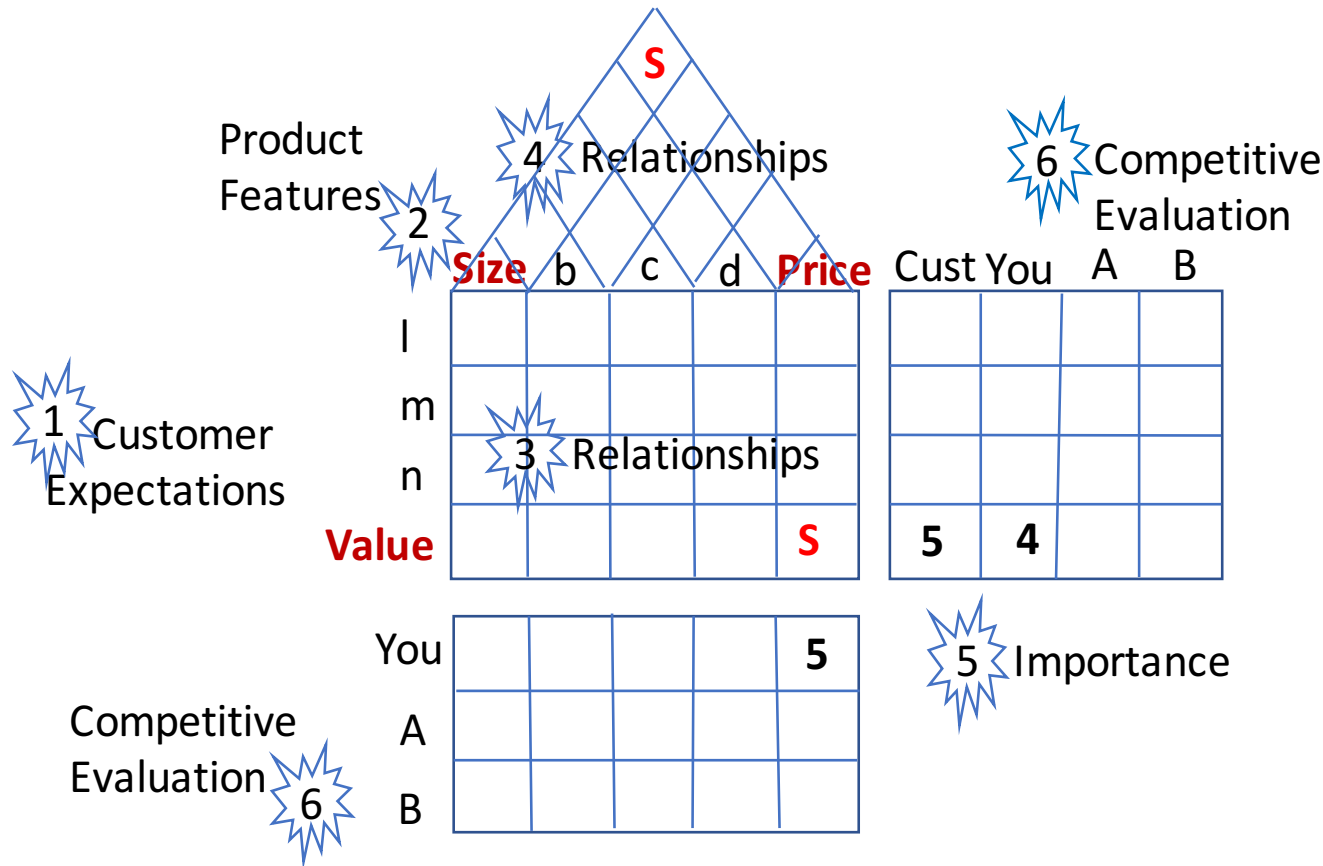


# Quality Management Foundations

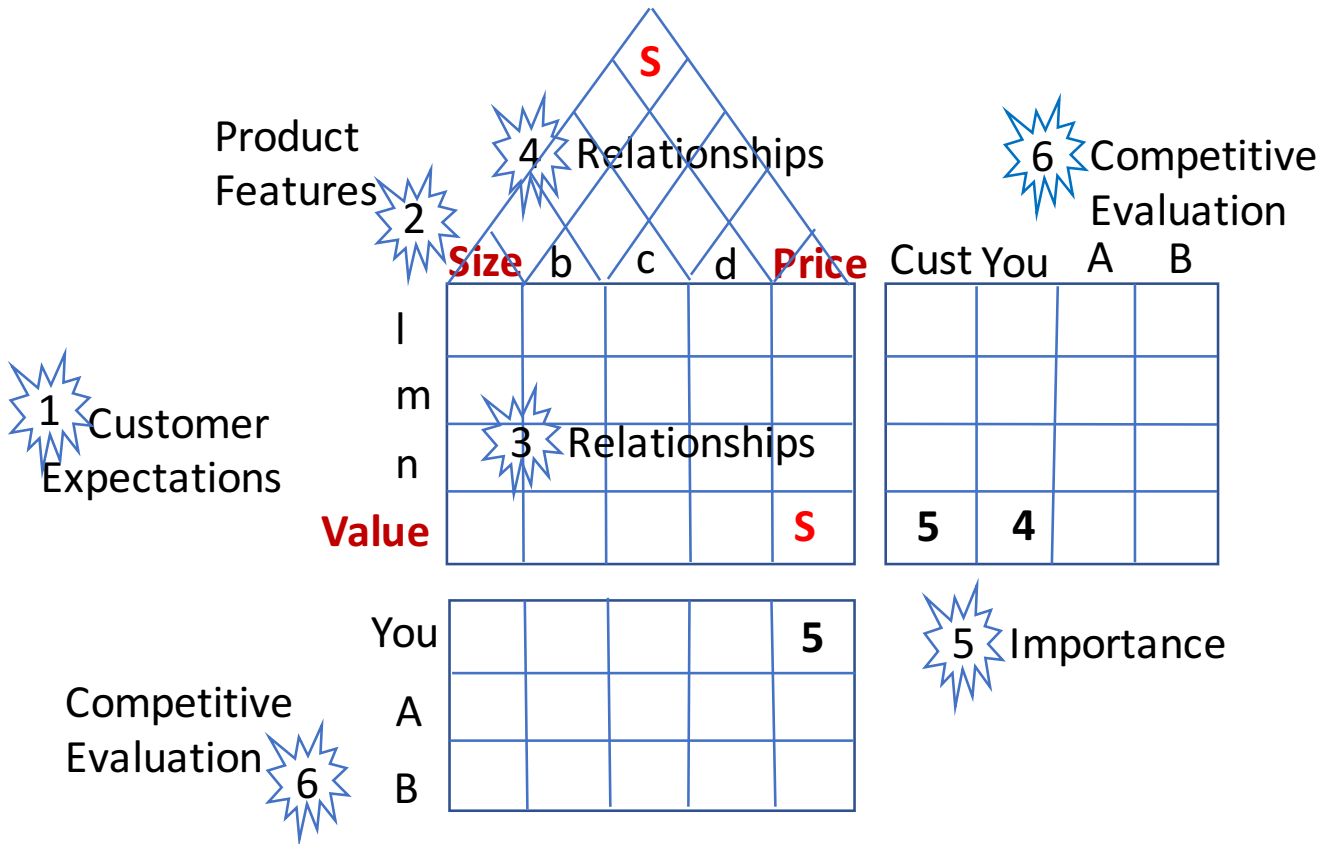
with Steven Brown



**S** = Strong relationship  
**W** = Weak relationship  
 = No relationship

**5** = High importance  
**1** = Low importance

**Cust** = Your customer  
**You** = Your company  
**A** = Your competitor  
**B** = Another competitor



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