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management as well as
employees of a particular anization
to ensure long term customer
loyalty and customer satisfaction
remember one happy and satisfied
customer brings ten new
customers along with him whereas
one disappointed individual will

spread bad word of mouth and spoil several of your existing as well as potential"**total quality management tqm**

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response in the 1980s to this decline in u s productivity and quality and focused on continuous improvement and the elimination of all types of waste'

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