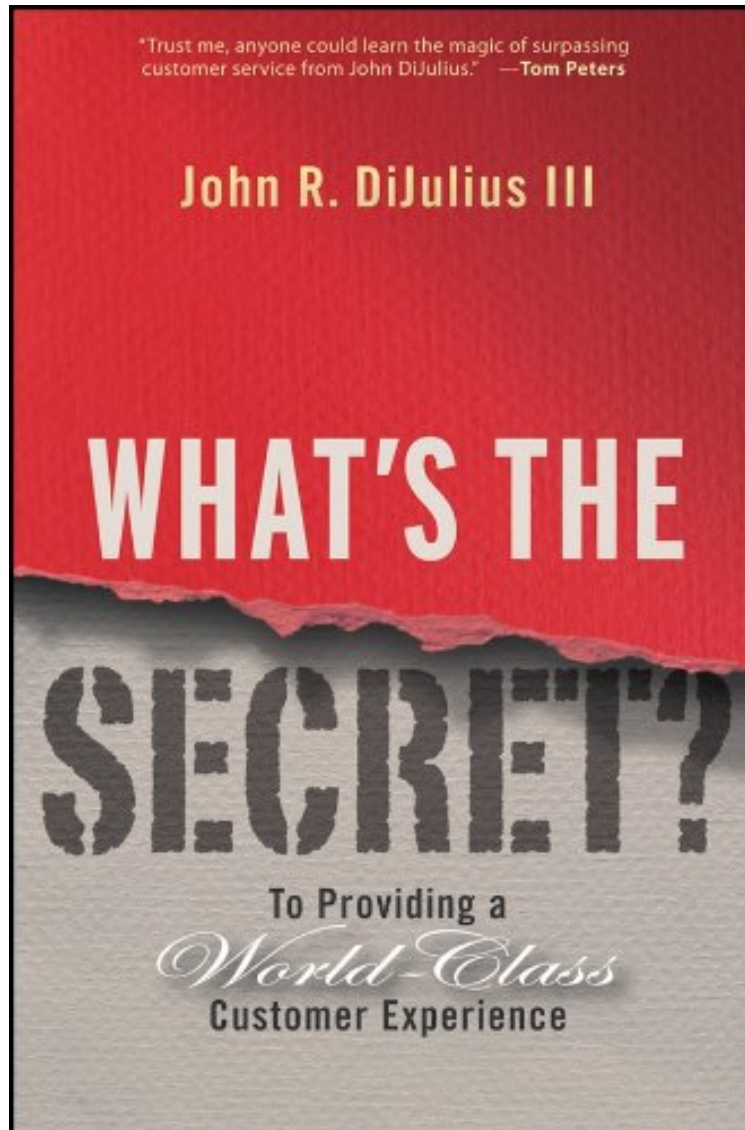


# What's the Secret?: To Providing a World-Class Customer Experience

*John R. DiJulius*

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