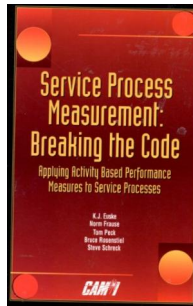


## Service Process Measurement: Breaking the Code: Applying Activity Based Performance Measures to Service Processes



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