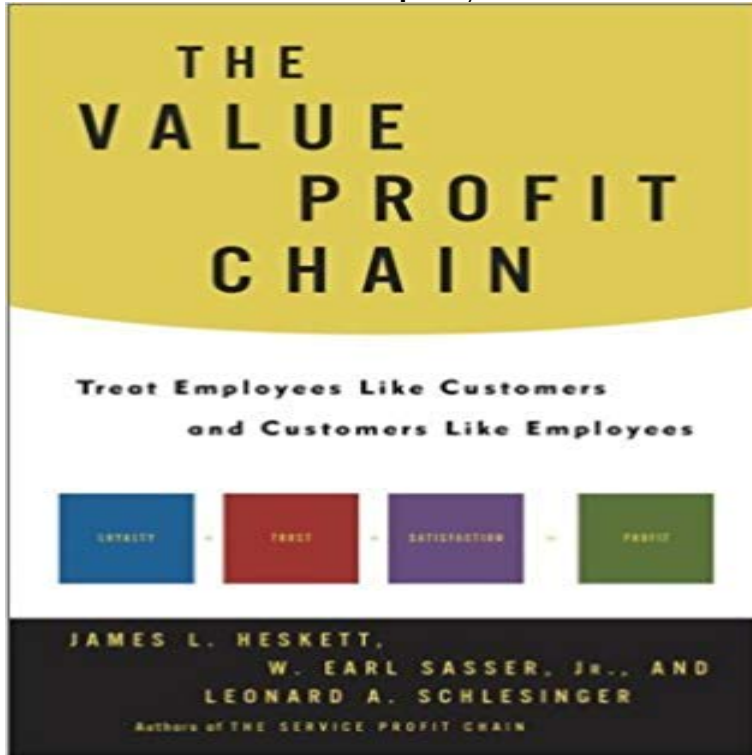


# The Value Profit Chain : Treat Employees Like Customers and Customers Like Employees



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