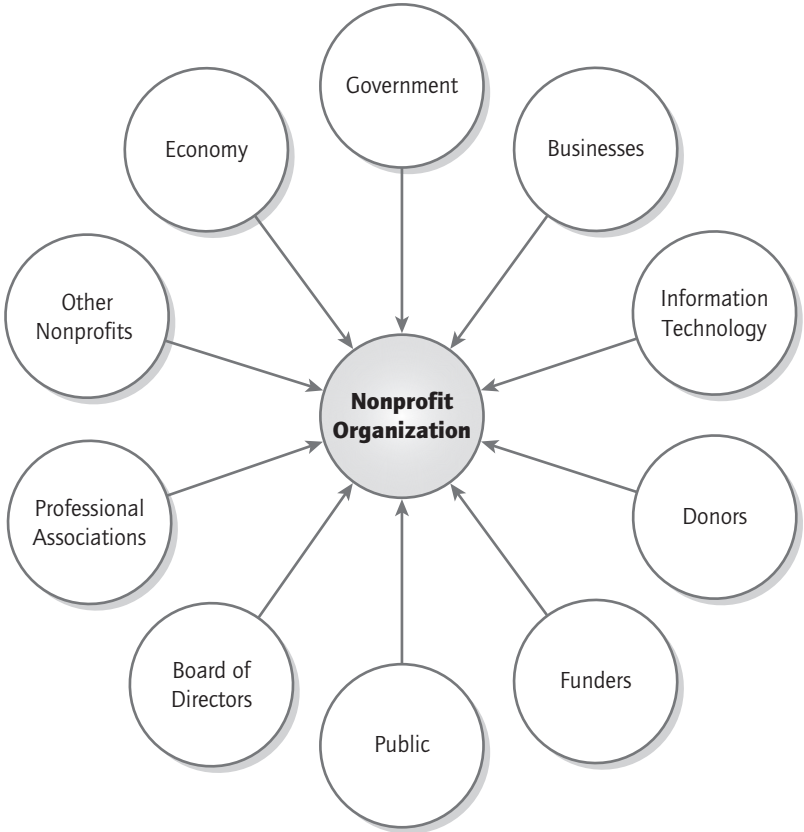
Tool 1.1 Sources of Pressure for Organizational Improvement



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