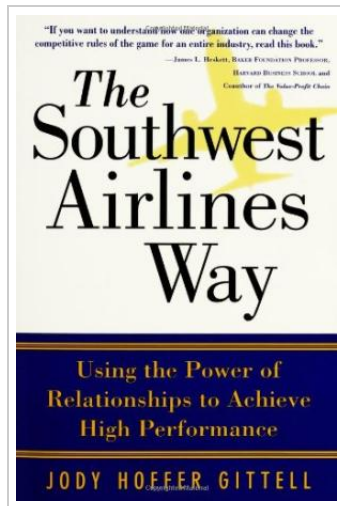




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The Southwest Airlines Way (Paperback)

By Jody Hoffer Gittell

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