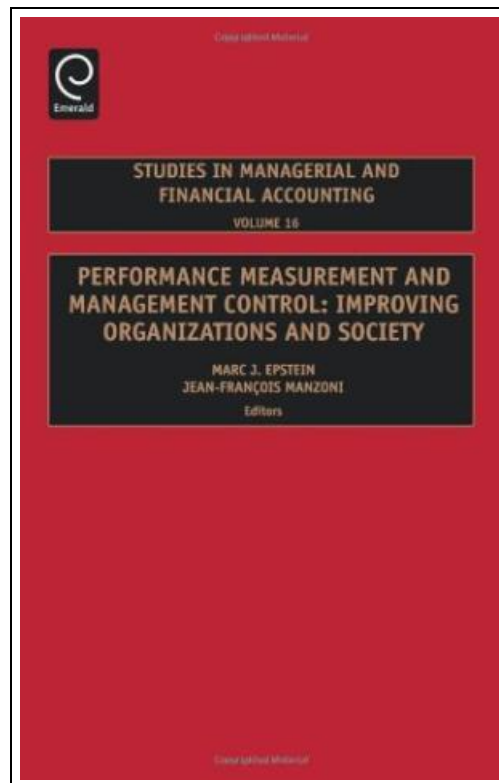


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PERFORMANCE MEASUREMENT AND MANAGEMENT CONTROL: IMPROVING ORGANIZATIONS AND SOCIETY

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