Balancing Strategic Quality Management and Customer Focus Case Studies at a Hospital in Purwokerto

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Abstract	
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Journal Name International Journal of Advances in Engineering and Management, 2023	
Publish Year	2023
Citation	(not set)
Url	https://scholar.google.com/scholar?q=+intitle:"Balancing Strategic Quality Management and Customer Focus Case Studies at a Hospital in Purwokerto"
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