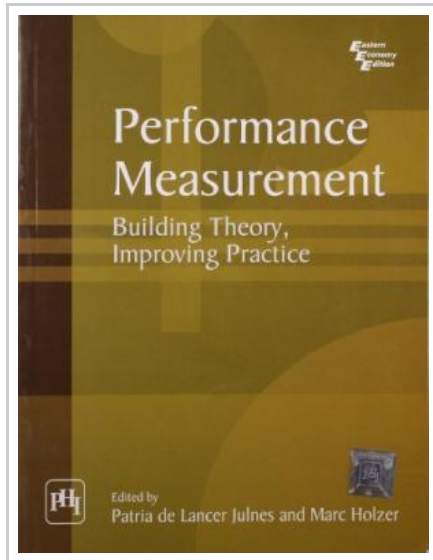




Performance Measurement: Building Theory, Improving Practice

By Patria De Lancer Julnes & Marc Holzer

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