

# Collaborative Process Improvement

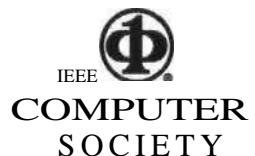
With Examples from  
the Software World

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WILEY-INTERSCIENCE  
A JOHN WILEY & SONS, INC., PUBLICATION



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