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**Quality management — Guidance to
understand, evaluate and improve
organizational quality culture**

*Management de la qualité — Recommandations pour comprendre,
évaluer et améliorer la culture de la qualité organisationnelle*

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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