



## 1997 customer satisfaction survey report : how do we measure up? /

Thurgood, Lori

U.S. Dept. of Education, Office of Educational Research and Improvement ;

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Statistics.

Monografía

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## **Baratz Innovación Documental**

- Gran Vía, 59 28013 Madrid
- (+34) 91 456 03 60
- [informa@baratz.es](mailto:informa@baratz.es)