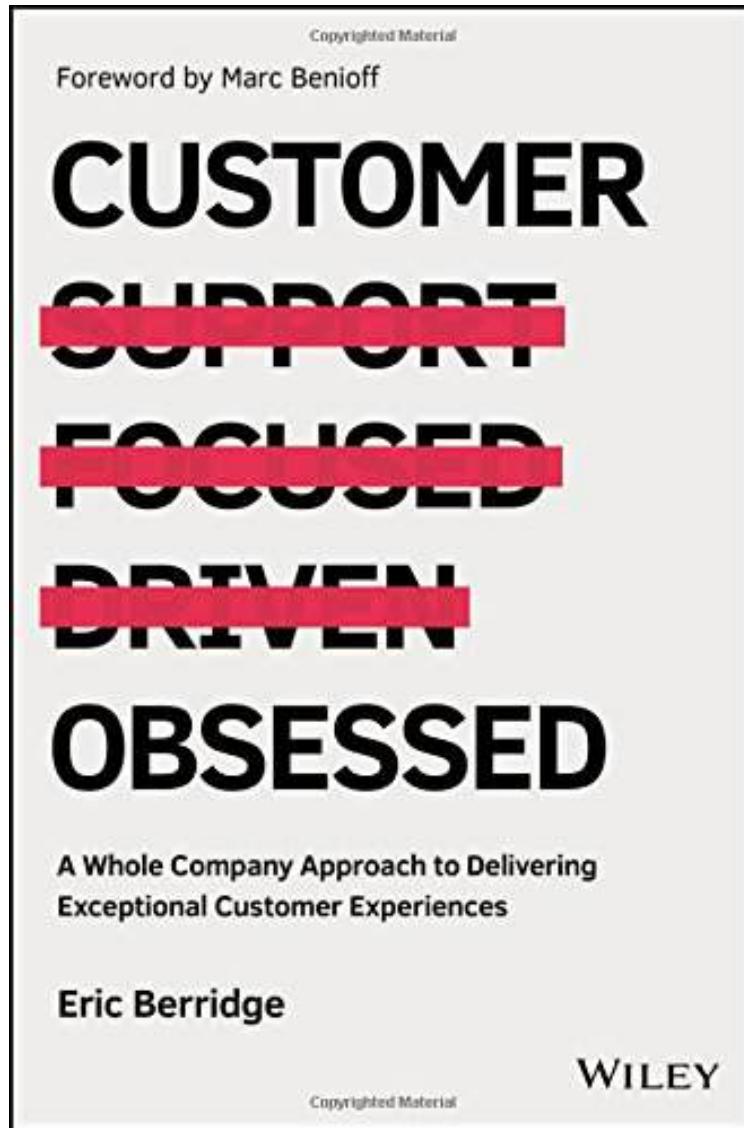


# Customer Obsessed: A Whole Company Approach to Delivering Exceptional Customer Experiences

*By Eric Berridge*



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