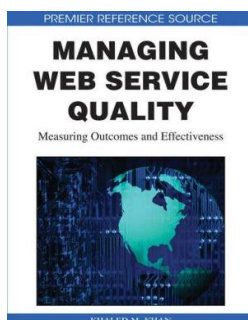


## Managing Web Service Quality: Measuring Outcomes and Effectiveness (Premier Reference Source)



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