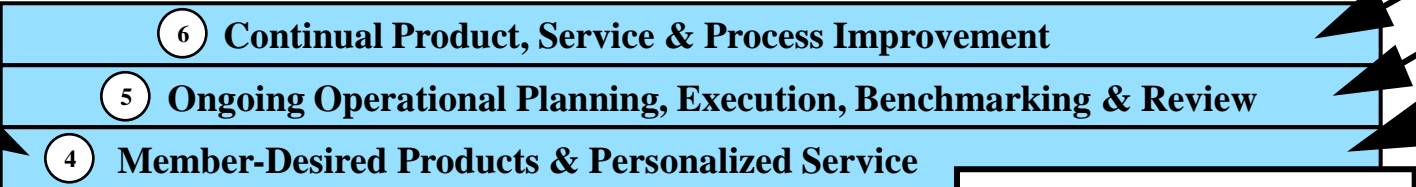
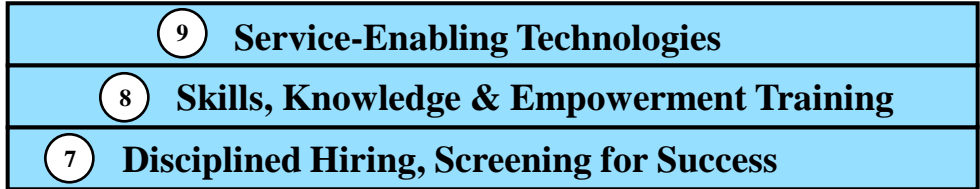
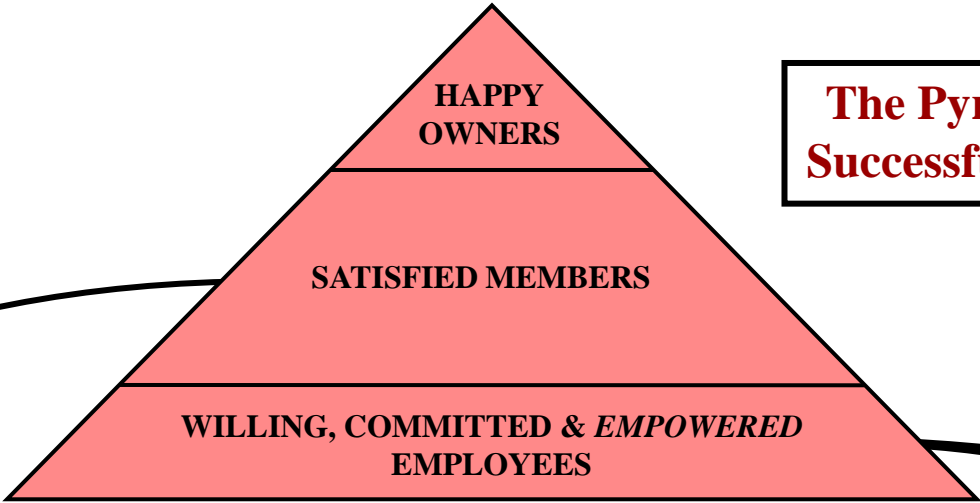


The Pyramid of Successful Service



Remarkable Service Infrastructure

SERVICE - BASED LEADERSHIP

⑩ Ongoing Feedback & Improvement

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