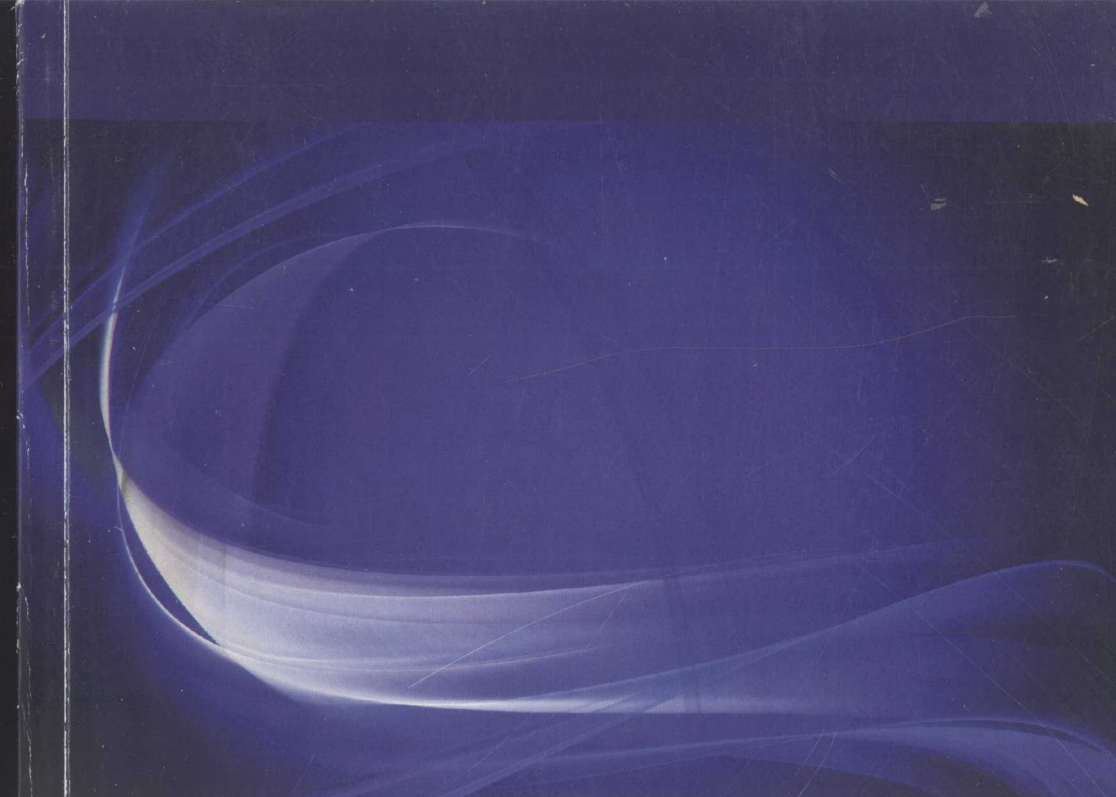




Ricardo Santa

System and Operational Effectiveness

An exploration of the necessary alignment to achieve improvements in operational performance

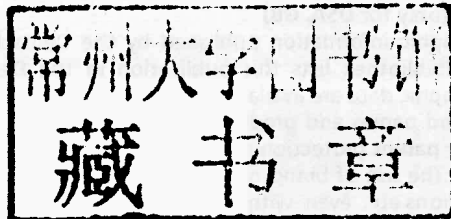


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CHAPTER 10

This book is dedicated to my father, who passed away in 1999. He was a man of great integrity and a great love for his family. He was a man who lived his life to the fullest and who was always there for his family. He was a man who was always there for his family.