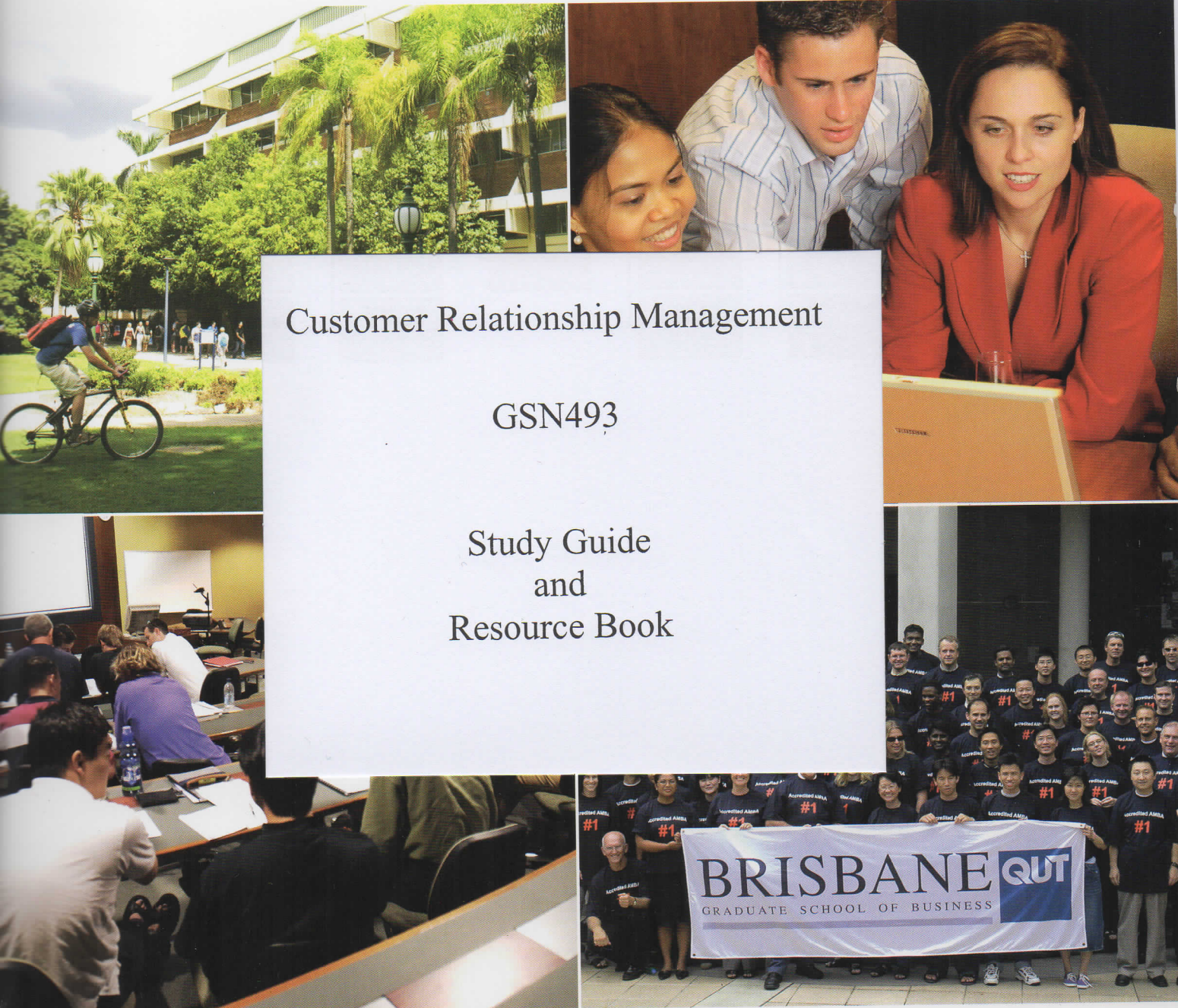


MBA and associated programs



Customer Relationship Management

GSN493

Study Guide
and
Resource Book