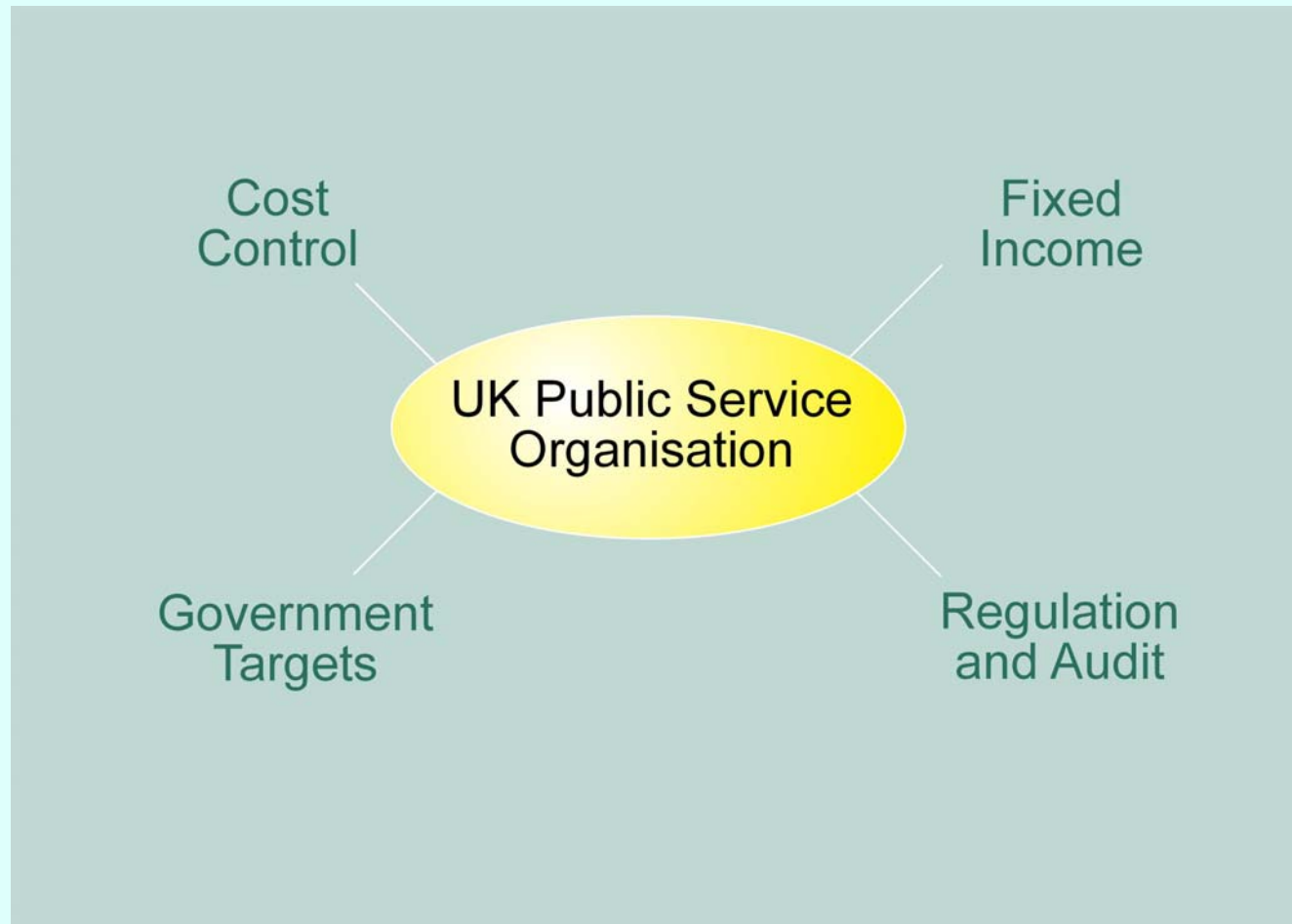
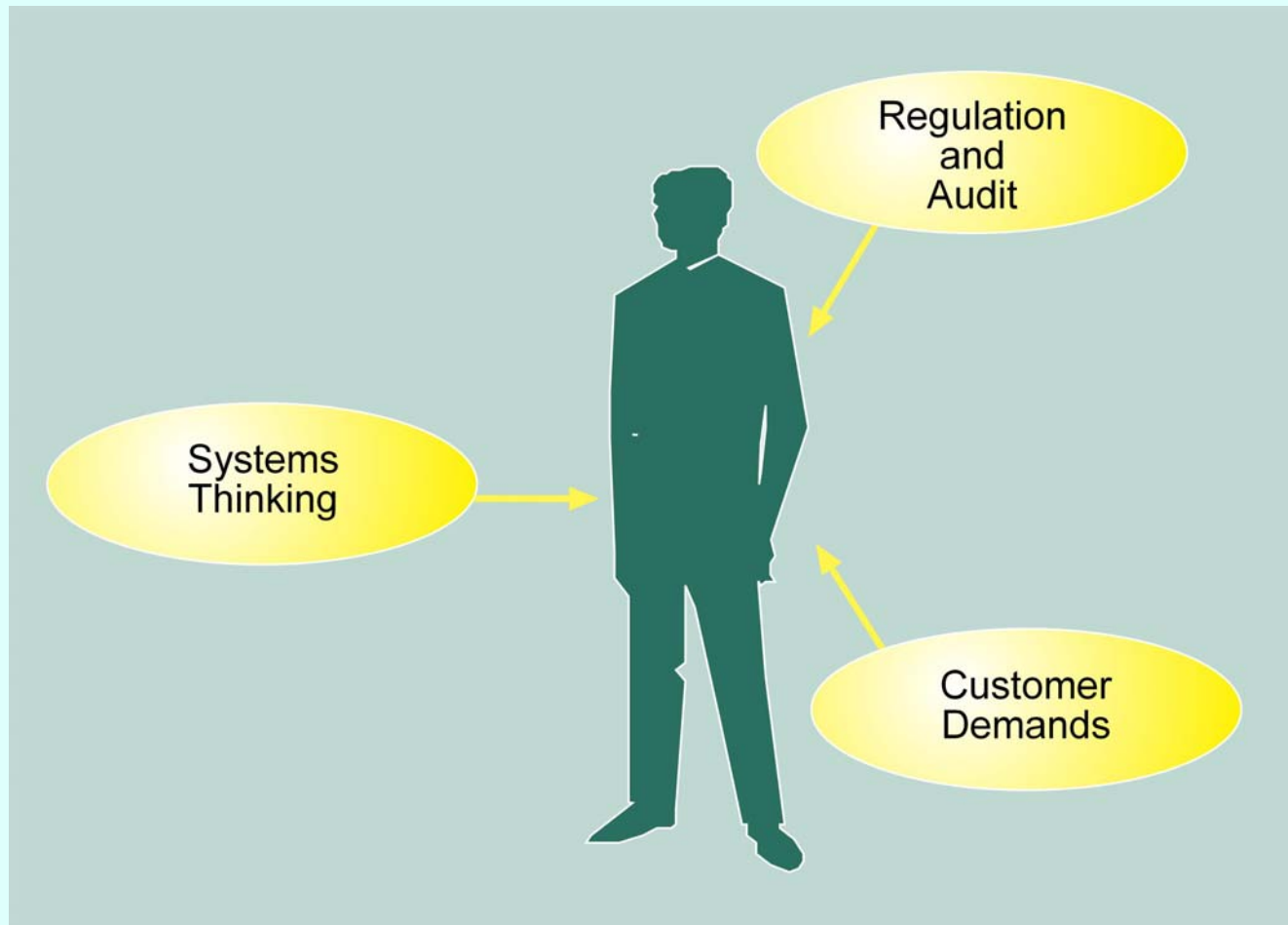


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Service Manager



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Learning

- Be really clear about system conditions
- Be rigorous about measures – from the start
- Support your service managers
- Senior managers must lead by example



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