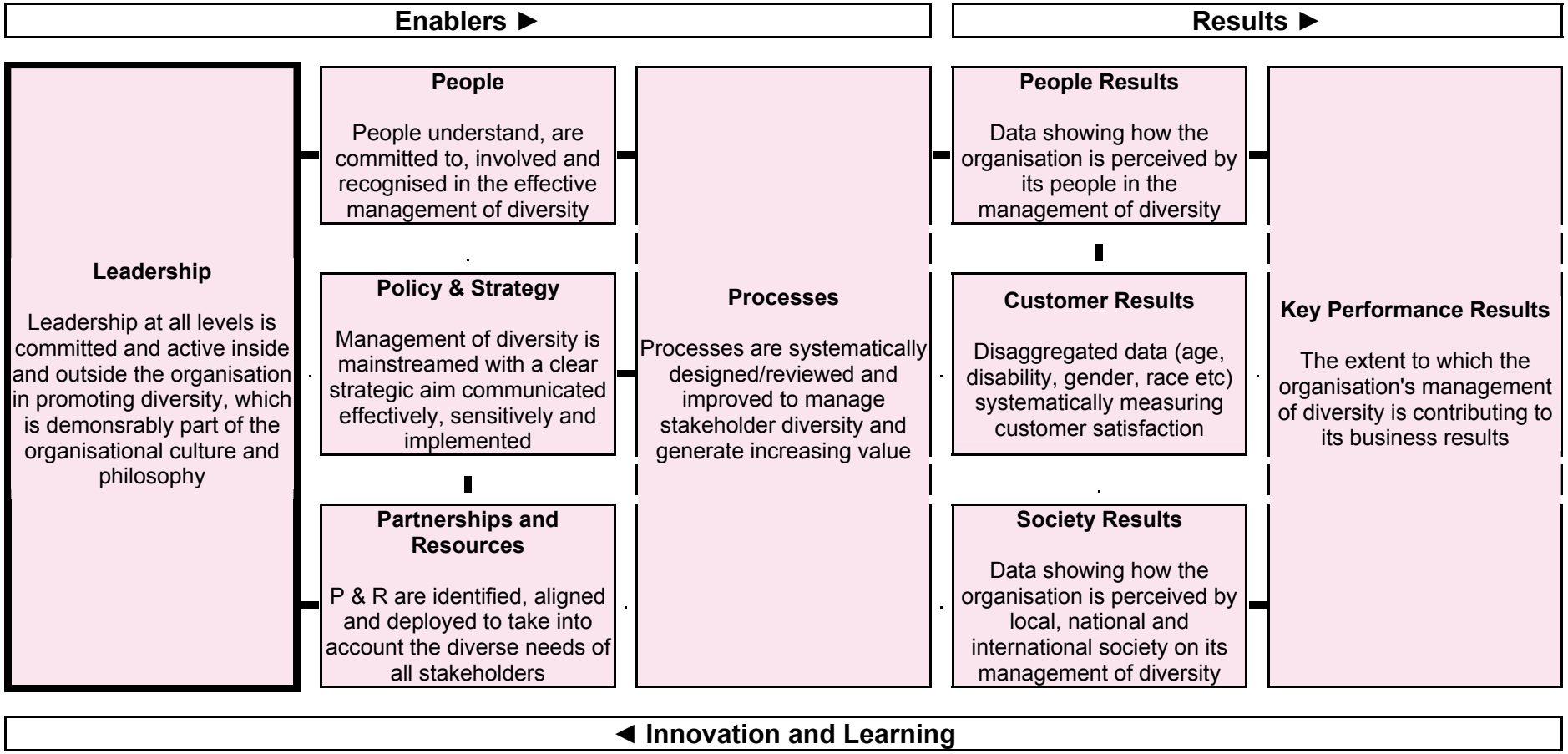
The EFQM Model

A unique complete framework