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The World's Most Admired Service Organizations By
Kent Seltman**

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Leonard berry and kent seltman on management

Synopsis The Mayo Clinic is one of the world's most prestigious organizations, one that fosters a culture that exceeds customer expectations and earns deep loyalty

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Mar 14, 2009 Kent Seltman, the authors of Management Lessons Management Lessons from Mayo Clinic: Inside One of the World s Most Admired Service Organizations.

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