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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	What DFSS can do for you and your company -- DFSS : the method and roadmap -- Gap analysis and readiness for the DFSS journey -- Planning, leading, and implementing DFSS -- Measuring success -- How to know when the organization "has it" -- Keeping up the DFSS drive -- Where do you go from here? -- DFSS case study.