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1. Smith, A B, Total Quality Management, *Serials*, 1993, 6(3), 16–22.

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1. Clark, C, *Publishing Agreements* (3rd ed.), 1988, London, Unwin Hyman.
2. Schrifft, L, Truth in Vending. In: *Pricing and Costs of Monographs and Serials*, Ed. Lee, S H, 1987, New York, The Haworth Press.

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1. NESLI Kluwer offer:  
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