

## Access to Experts

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## Publications by Jean-Marie Martino

### Research Report

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- [Diversity: An Imperative for Business Success](#)  
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- [Work-Life Initiatives in a Global Context](#)  
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- [Returning to Consumer-Based Healthcare](#)  
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- [Investing in Profitable Customer Relationships](#)  
07 October, 1997
- [The Total Quality Journey](#)  
06 June, 1997