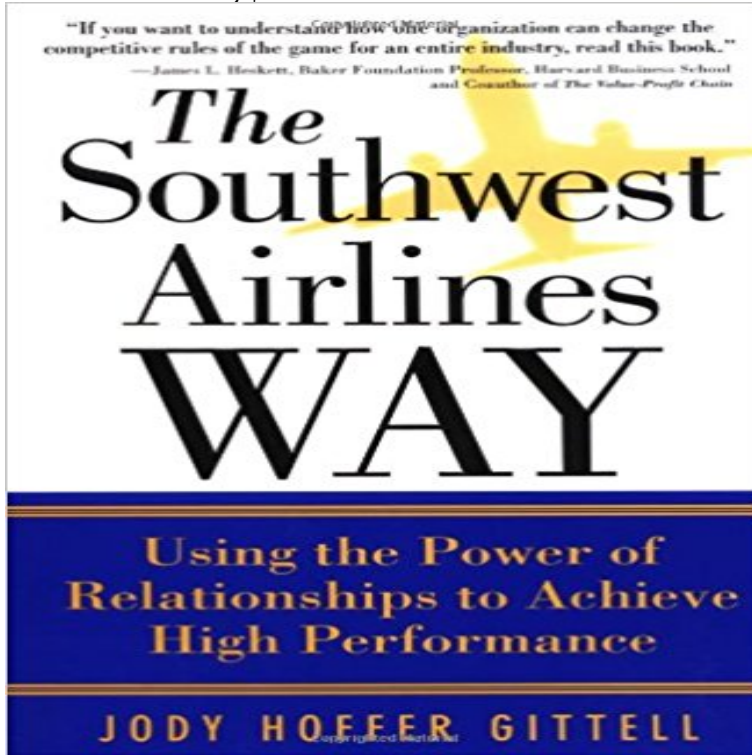


## The Southwest Airlines Way : Using the Power of Relationships to Achieve High Performance



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