### Total Design: managing the design process in the service sector


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<th>Title</th>
<th>Total design: managing the design process in the service sector</th>
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<tr>
<td>Authors</td>
<td>Hollins, G. and Hollins, B.</td>
</tr>
<tr>
<td>Year</td>
<td>1991</td>
</tr>
<tr>
<td>Publisher</td>
<td>Pitman</td>
</tr>
<tr>
<td>Place of Publication</td>
<td>London, UK</td>
</tr>
<tr>
<td>ISBN</td>
<td>0273033387</td>
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