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About the Author. DON PEPPERS is founder emeritus of Peppers & Rogers Group, and LinkedIn's most authoritative Influencer on the topic of "customer experience," with more than a quarter million followers. MARTHA ROGERS, PH.D., is founder emerita of Peppers & Rogers Group, and has served as adjunct professor and Director of the Relationship Management Center at Duke University.

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## **Management - Wikipedia**

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## **Shift work - Wikipedia**

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