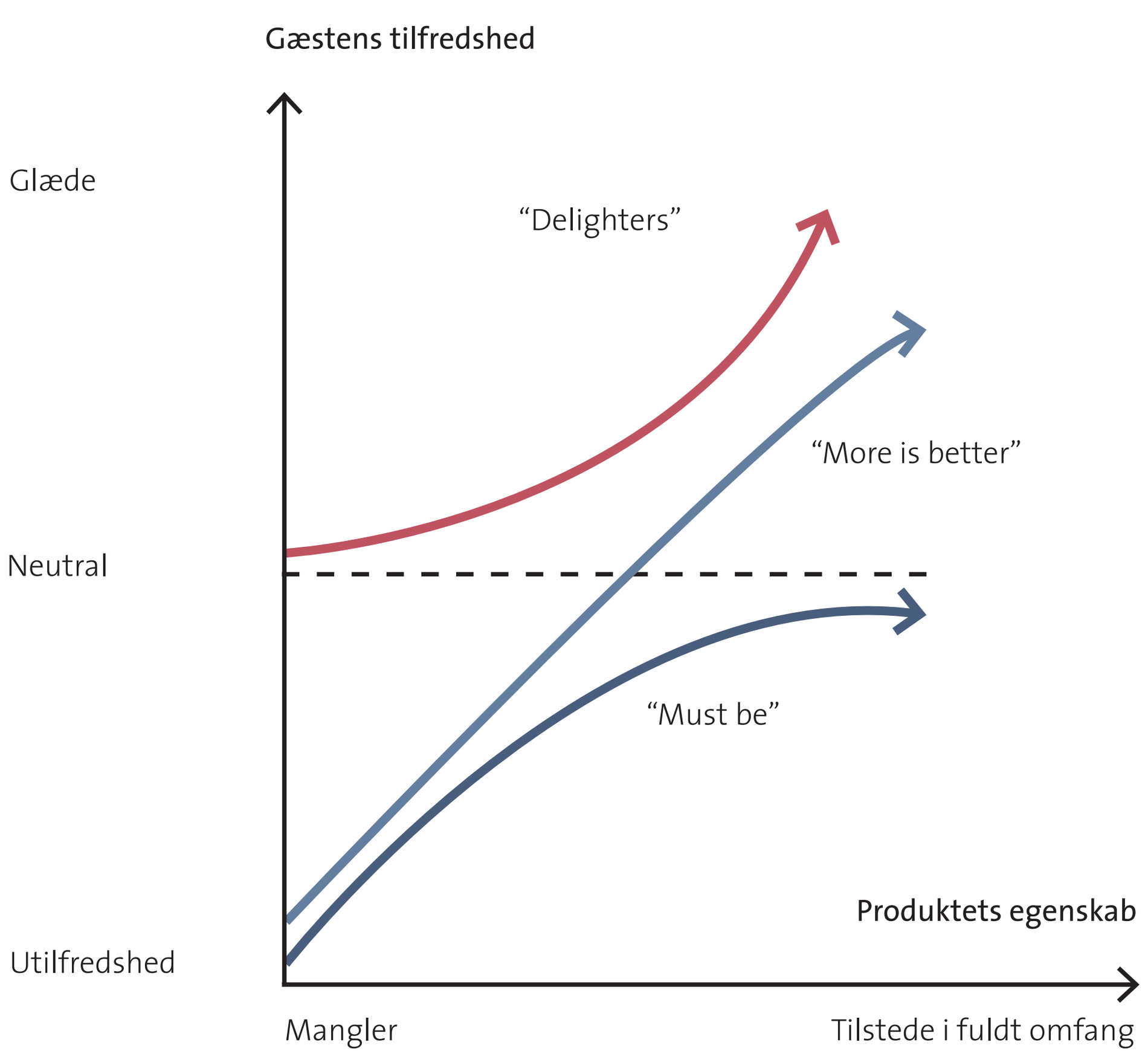

Model 18.
Kano-modellen. Kilde: Noriaki Kano

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