



Figure 7.2. Internal and external customers of hospital functional departments. (From Carol Greebler, TQM Plus, San Diego, CA, 1989; reprinted by permission.)
 From *Managing Health Services Organizations and Systems* (6th ed., Longest & Darr). Health Professions Press, Inc. All rights reserved.
 Permission for figure/table access granted for course use only. Permission required for all other uses (see caption above).