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# Operational Risk Management

*Best Practices in the  
Financial Services Industry*

ARIANE CHAPELLE

WILEY



# **Operational Risk Management**

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*To the students, course delegates, clients and peers  
who made this book possible.*

*To my husband Robert Lang and our children Victoria,  
Talitha and Tristan, whose loving support made this  
book equally as possible.*

*To my parents and sister for teaching me from early  
on the virtues both of caution and of daring in life.*





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