Everyday Heroes ...

“A great book, delightful to read and very important . . .”
—W. Edwards Deming, from the foreword

“a wonderful book, describing almost word for word what we try to accomplish with people and organizations. I will be recommending it to everyone.”
—Gerald M. Weinberg
Weinberg and Weinberg

“If you are management or aspiring to it, this is required reading. . . .
—Jim van Speybroeck
Data Processing Digest

“refreshing . . . inspiring, but also very practical.”
—Data Processing Digest

“It’s fabulous to see such theories kept simple. . . .”
—Ned Rubin, Wireworks, Inc.

“inspiring and enjoyable . . .”
—Randy Rice
Software Quality Advisor

“Six lively, real-life case studies of quality advocates . . . useful for group discussion.”
—Computer Book Review

“A revelation! This stuff is powerful.”
—Douglas Brockbank, Performance Solutions

About the Authors

The late Dr. Perry Gluckman was president and founder of Process Plus, Inc. He envisioned this book as one that would inspire readers to make a difference in their work, their families, and their communities.

Diana Reynolds Roome is a teacher and writer based in Mountain View, California. Her articles on health and a wide range of social issues have appeared in publications all over the world.

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3. The Engineer’s Story: One Step Back, Two Steps Forward
Excess Complexity Hurts Every System in a Company • The Product as a Work of Art • The Role of Information • The Schedule Battle • Finding the Bottleneck and Balancing Work Flow

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6. The Consultant’s Story: Paradigms of Leadership
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Afterword—Where Are We Now? What Next? Comparison and Contrast Between Taylor and Deming

What does it take to make radical or even small-but-crucial changes in an organization’s efficiency? What can American industry do to become more productive? Who examines old habits, tries out new systems, and takes the inevitable flack? Everyday Heroes of the Quality Movement addresses those issues in a book that is both a practical manual of process improvement and a sympathetic tribute to the people who make it happen.

Read more about this book at http://www.dorsethouse.com/books/eh.html