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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.



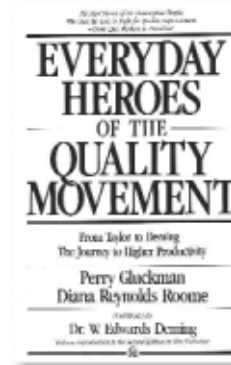
Diana Reynolds Roome is a teacher and writer based in Mountain View, California. Her articles on health and a wide range of social issues have appeared in publications all over the world.



Everyday Heroes of the Quality Movement

From Taylor to Deming—The Journey to Higher Productivity

by Perry Gluckman and
Diana Reynolds Roome
foreword by W. Edwards Deming
introduction by Ken Delavigne



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