

## 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.



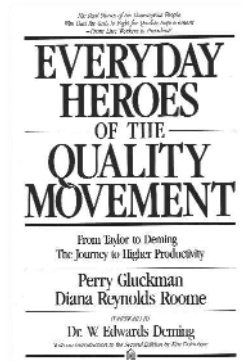
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Developing and Analyzing a System Is Essential • Encouraging Change for Ongoing Improvement • From Management to Leadership • The Concept of Synchronous Events • The Consultants Role in Continuous Process Improvement • What Makes a Good Client?
- Afterword—Where Are We Now? What Next?**  
Comparison and Contrast Between Taylor and Deming

# 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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## Six Inspiring Stories About Making Change Happen

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.

Readers will find their own working lives reflected in the stories of the manager, the buyer, the engineer, the worker, the president, and the consultant. These everyday heroes are individuals who have changed perceptions. They are often unsung, and may risk their liveli-

hood or status to stand out and oppose the old ways.

Based on the late Dr. Perry Gluckman's personal experience as a consultant implementing the theories of W. Edwards Deming, the book lets you into the lives of six people who put themselves on the front line of the battle for quality improvement. The stories tell real experiences of people who work in America's companies, from top executives to line workers. What they have in common is the courage to imagine a better working world and the fortitude to put themselves out on a limb to achieve it.

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