



Let's Talk Quality: 96 Questions You Always Wanted to Ask Phil Crosby (Plume)

By Philip B. Crosby

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Based on the questions raised by executives and managers attending sessions at Crosby's Quality College, Let's Talk Quality tells how to form a total corporate commitment to quality.

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Editorial Review

From Library Journal

Crosby, author of *Quality Is Free: The Art of Making Quality Certain* (LJ 2/15/79) and *Quality Without Tears: The Art of Hassle-Free Management* (LJ 4/1/84), has another book on the topic. This book is organized in a question-and-answer format. The 96 questions, which come from managers attending sessions at Crosby's Quality College, are arranged into four chapters: "The Quality Revolution at Home and Abroad," "Quality Thinking," "Quality Action," and "Quality Relationships." Although the book includes "Guidelines for Browsers," it is difficult to browse through. Unless one really likes the format, this does not add much to *Quality Without Tears*. Not recommended for libraries that have the author's earlier works.

- *Michael D. Kathman, St. John's Univ. Lib., Collegeville, Minn.*

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Users Review

From reader reviews:

Mary Molinari:

Nowadays reading books be than want or need but also become a life style. This reading addiction give you lot of advantages. The advantages you got of course the knowledge the rest of the information inside the book in which improve your knowledge and information. The details you get based on what kind of guide you read, if you want send more knowledge just go with education books but if you want truly feel happy read one with theme for entertaining including comic or novel. The *Let's Talk Quality: 96 Questions You Always Wanted to Ask Phil Crosby* (Plume) is kind of book which is giving the reader unforeseen experience.

Jenni Roberts:

Reading a book being new life style in this yr; every people loves to study a book. When you study a book you can get a large amount of benefit. When you read books, you can improve your knowledge, mainly because book has a lot of information upon it. The information that you will get depend on what kinds of book that you have read. If you would like get information about your review, you can read education books, but if you want to entertain yourself you are able to a fiction books, these us novel, comics, and also soon. The *Let's Talk Quality: 96 Questions You Always Wanted to Ask Phil Crosby* (Plume) offer you a new experience in reading through a book.

Mindy Arredondo:

With this era which is the greater individual or who has ability in doing something more are more valuable than other. Do you want to become considered one of it? It is just simple approach to have that. What you must do is just spending your time almost no but quite enough to have a look at some books. One of many books in the top listing in your reading list is *Let's Talk Quality: 96 Questions You Always Wanted to Ask*

Phil Crosby (Plume). This book and that is qualified as The Hungry Mountains can get you closer in getting precious person. By looking up and review this guide you can get many advantages.

Carlos Pollard:

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