

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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