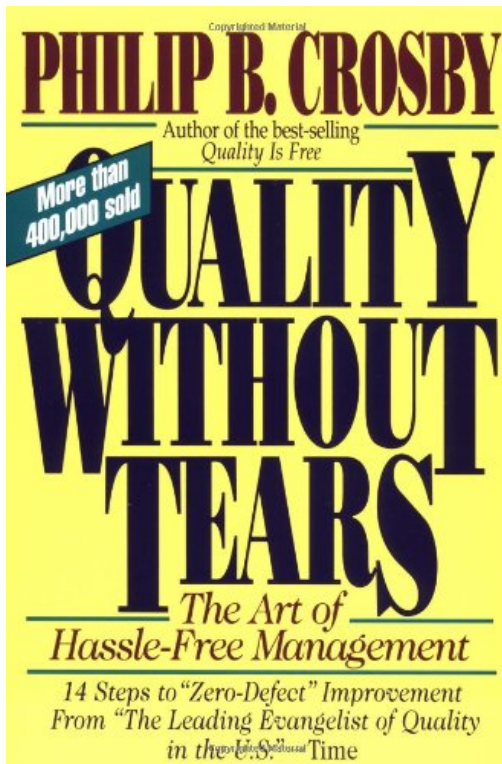


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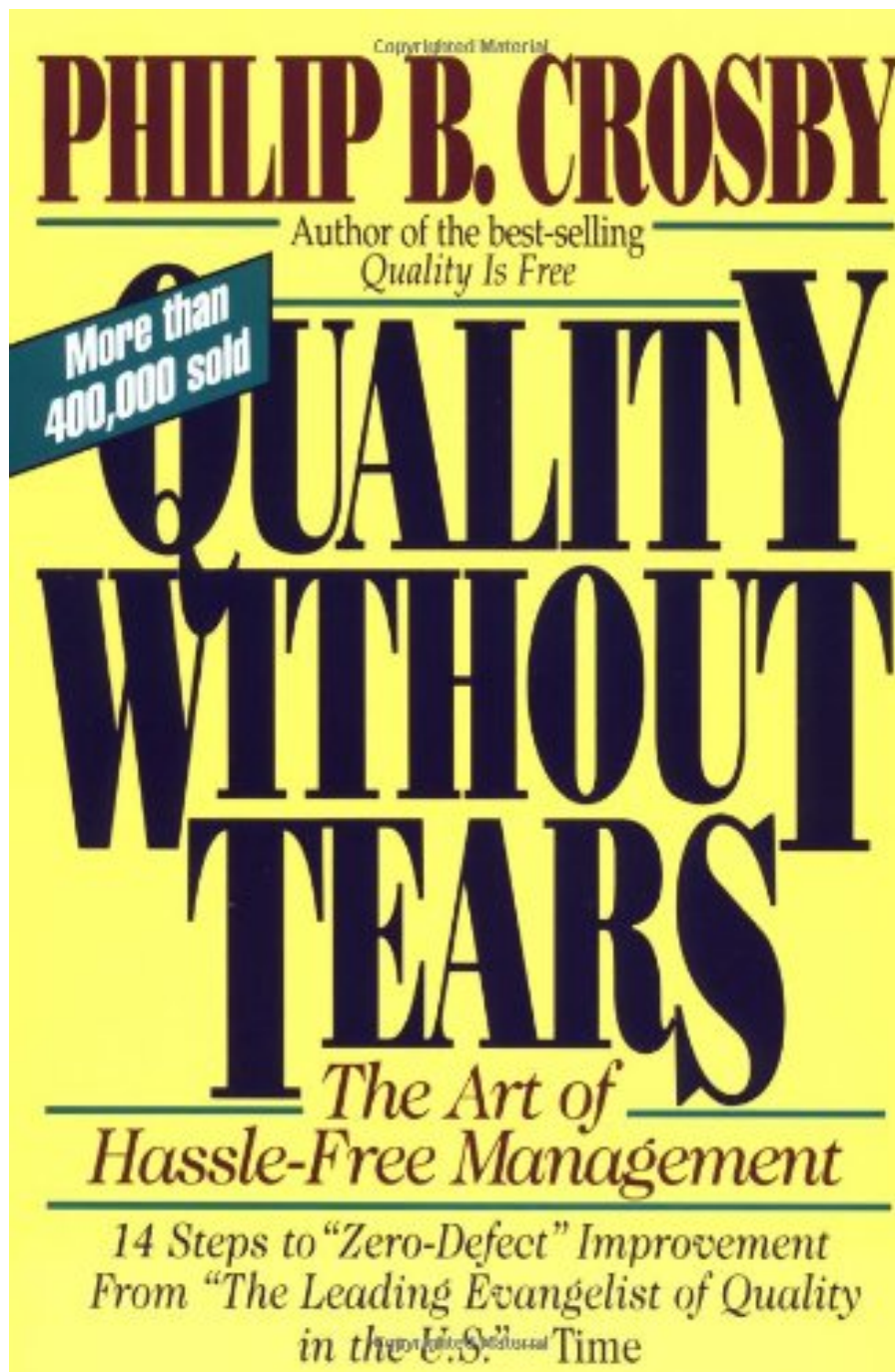
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About the Author

Phillip B. Crosby has had 39 years of hands-on experience as a quality management professional and an executive. While with Martin Marietta he created the concept of ZZeroDefects. During 14 years as Vice-President of the ITT Corporation he was responsible for quality worldwide in 87 divisions. In 1979 he founded Phillip Crosby Associates, Inc. (PCA), which became the world's largest quality management consulting firm. Each year 20,000 executives and managers attend the Quality College of PCA.

In 1991 he retired from PCA and now serves as Chairman of Career IV, Inc., in Maitland, Florida, spending his time working with those who would become executives, and speaking to groups.

His other books include *Quality is Free*, *Running Things*, *The Eternally Successful Organization*, *Let's Talk Quality*, *Leading*, and *The Art of Getting Your Own Sweet Way*.

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