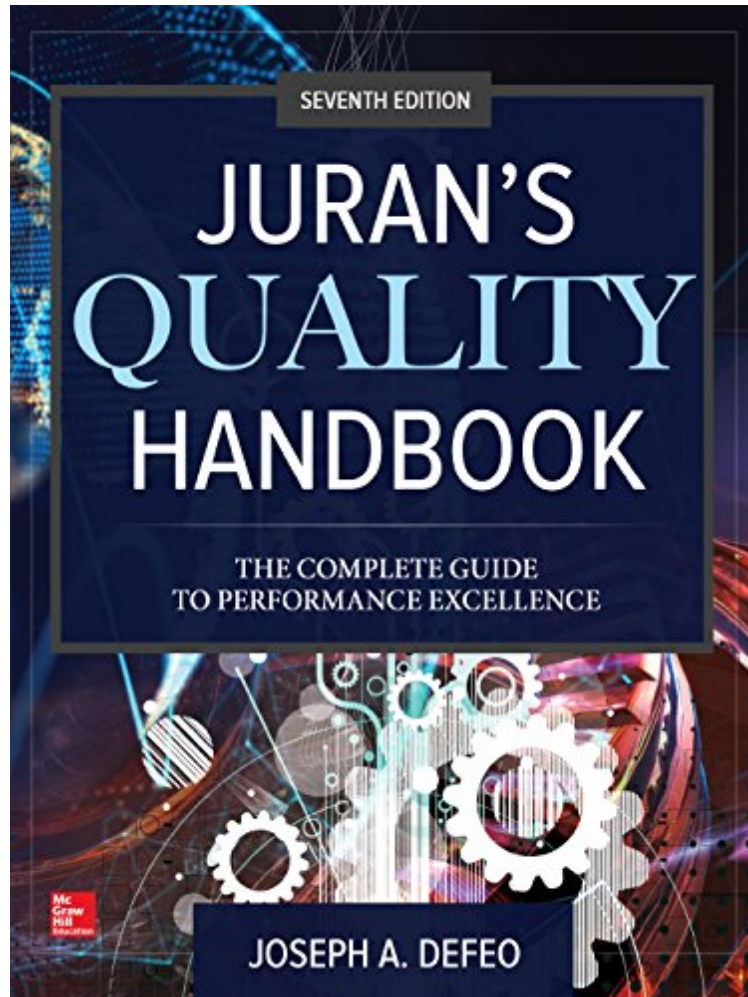


Juran's Quality Handbook: The Complete Guide to Performance Excellence, Seventh Edition

Joseph A. Defeo

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About the Author Joseph A. DeFeo is a leading quality management practitioner and successor to Dr. Juran as Chairman and CEO of Juran Global, Inc. He is recognized worldwide for his expertise in enabling organizations to achieve organizational excellence.