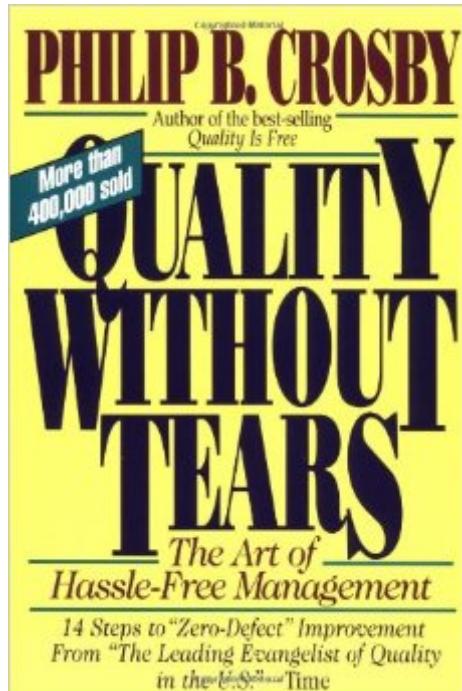


The book was found

Quality Without Tears: The Art Of Hassle-Free Management



Synopsis

Find out why this book has sold more than 400,000 copies, and why its author, Philip B. Crosby, is widely regarded as the elder statesman of the Quality Revolution.

Book Information

Paperback: 205 pages

Publisher: McGraw-Hill Education; 1 edition (May 22, 1995)

Language: English

ISBN-10: 0070145113

ISBN-13: 978-0070145115

Product Dimensions: 5.3 x 0.6 x 8 inches

Shipping Weight: 7 ounces (View shipping rates and policies)

Average Customer Review: 4.6 out of 5 starsÂ See all reviewsÂ (17 customer reviews)

Best Sellers Rank: #527,113 in Books (See Top 100 in Books) #234 inÂ Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management #435 inÂ Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #535 inÂ Books > Business & Money > Management & Leadership > Production & Operations

Customer Reviews

In Quality Without Tears, Crosby adds new layers to his original "zero defects" philosophy. He offers fourteen steps for quality improvement in teams. Let's look at one of them, Step 6, "corrective action." The common problem with "corrective action," says Crosby, is that people don't understand what the term means. Suppose, says Crosby, that you suddenly found a grizzly bear in your back yard: "The answer would not be to set up an armed camp to protect yourself from the bear. This is the sort of action that takes place when parts of an organization are given a shoot-to-kill license. All that results is a lot of yard that can't be used and several dead bears." Corrective actions have to begin by identifying the source of the bears. Another step is Zero Defects Day: "Many people rarely have exciting days at work . . . A well-planned, dignified, Zero Defects Day on which management understands what it is talking about is a delight that will be remembered forever." Recognition also plays a role. An organization recognizes people who can serve as "beacons." These are the people who shine so brightly that they help keep everyone heading in the right direction: "Many managers feel, somewhat cynically, that people are being paid to do their jobs and that's that. This attitude reflects an insensitivity to people that is a trademark of many hockey-style managers." To drive his

philosophy home, Crosby cites an unusual case study:In "A Quality Carol," Emory Spellman falls asleep on a bus. A spirit appears and takes him to see his deceased partner. The partner is repairing thousands of defective items that their company has made. This is punishment"...

[Download to continue reading...](#)

Quality Without Tears: The Art of Hassle-Free Management Debt Free for Life: The Ultimate Guide to Get Out of Debt (FREE Bonuses Included) (Debt, Debt Free, Debt Free Forever, Debt Free for Life, Debt Free for Good, Debt Management, Get Out of Debt) Wheat Belly Diet For Beginners: Grain-Free, Wheat-Free, Gluten-Free Cookbooks and Recipes For Weight Loss Plans and Solutions Included! (Wheat Free Grain Free Gluten Free Weight Loss Diet) (Volume 1) Quality Management Exam Review for Radiologic Imaging Sciences (Quality Management Review) Ending the Homework Hassle How to Be the World's Smartest Traveler (and Save Time, Money, and Hassle) The Whole Life Nutrition Cookbook: Over 300 Delicious Whole Foods Recipes, Including Gluten-Free, Dairy-Free, Soy-Free, and Egg-Free Dishes Quality Management for Organizational Excellence: Introduction to Total Quality (8th Edition) Quality Management for Organizational Excellence: Introduction to Total Quality (7th Edition) Knitting Without Tears: Basic Techniques and Easy-to-Follow Directions for Garments to Fit All Sizes Discipline Without Tears: How to Reduce Conflict and Establish Cooperation in the Classroom Lean Six Sigma: The Ultimate Guide To Lean Six Sigma With Tools For Improving Quality And Speed! (Lean, Six Sigma, Quality Control) Axiomatic Quality: Integrating Axiomatic Design with Six-Sigma, Reliability, and Quality Engineering Paleo Cooking from Elana's Pantry: Gluten-Free, Grain-Free, Dairy-Free Recipes The Gluten-Free Vegan: 150 Delicious Gluten-Free, Animal-Free Recipes SPOOKtacular Gluten-Free Halloween Desserts: A cookbook of delicious, wheat-free, dairy free, all natural organic recipes that will dazzle your guests at your scary party Secrets of Fat-free Greek Cooking: Over 100 Low-fat and Fat-free Traditional and Contemporary Recipes (Secrets of Fat-free Cooking) Everyday Grain-Free Baking: Over 100 Recipes for Deliciously Easy Grain-Free and Gluten-Free Baking Recipes for the Specific Carbohydrate Diet: The Grain-Free, Lactose-Free, Sugar-Free Solution to IBD, Celiac Disease, Autism, Cystic Fibrosis, and Other Health Conditions (Healthy Living Cookbooks) Cooking for the Specific Carbohydrate Diet: Over 100 Easy, Healthy, and Delicious Recipes that are Sugar-Free, Gluten-Free, and Grain-Free

[Dmca](#)