

Suggested Readings

Deming, W. Edwards. *Out of the Crisis*. Massachusetts Institute of Technology, Center for Advanced Engineering Study, Cambridge, MA 02139, 1986.

Kroeger, Otto and Thuesen, Janet. *Type Talk*. New York, New York: Dell Publishing, 1988.

Moen, Ronald D., Nolan, Thomas W., and Provost, Lloyd P. *Improving Quality Through Planned Experimentation*.

Scholtes, Peter R. *The Team Handbook*. Joiner Associates, 3800 Regent Street, Madison, WI 53705, November, 1988.

Schwarz, Roger M. *The Skilled Facilitator*. San Francisco, California: Jossey-Bass Publishers, 1994.

Walton, Mary. *The Deming Management Method*. New York: Dodd, Mead & Company, 1986. (Order from: Dodd, Mead: Dept. VJM, 79 Madison, Ave., New York, NY 10016, (800) 255-2665) (Also available from George Washington University, Continuing Engineering Education, Washington, D.C. 20052).