
ABOUT THE AUTHORS

FRANK M. GRYNA, Ph.D., had degrees in industrial engineering and more than 50 years' experience in the managerial, technological, and statistical aspects of quality activities.

From 1991 to 1999 he served first as director of the Center for Quality and then as Distinguished University Professor of Management at the University of Tampa. From 1982 to 1991, he was with the Juran Institute as senior vice president. Prior to 1982, Dr. Gryna was based at Bradley University, where he taught industrial engineering and served as acting dean of the College of Engineering and Technology. Prior to his passing, he was Distinguished Professor of Industrial Engineering Emeritus. In addition, he had been a consultant for many companies on all aspects of quality and reliability programs from initial design through field use.

Dr. Gryna also served in the U.S. Army Signal Corps Engineering Labs and the Esso Research and Engineering Company. At the Space Systems Division of the Martin Company, he was manager of reliability and quality assurance.

He co-authored *Quality Planning and Analysis* with J. M. Juran and was associate editor of the second, third and fourth editions of *Juran's Quality Handbook*. His research project, *Quality Circles*, received the Book of the Year Award sponsored by various publishers and the Institute of Industrial Engineers. He received recognitions as a Fellow of the American Society for Quality, a Fellow of the Institute of Industrial Engineers, a Certified Quality Engineer, a Certified Reliability Engineer, and a Professional Engineer (Quality Engineering). He also received various awards, including the E. L. Grant Award of the American Society for Quality, Engineer of the Year Award of the Peoria Engineering Council, teaching and professional excellence awards, and the Award of Excellence of the Quality Control and Reliability Engineering Division of the Institute of Industrial Engineers. Dr. Gryna was also the recipient of the Ott Foundation Award, presented by the Metropolitan Section of the American Society for Quality.

RICHARD C. H. CHUA, Ph.D., is Executive Vice President of Juran Institute, Inc. In this capacity, Dr. Chua is responsible for leading Juran Institute trainers and consultants in helping clients achieve breakthrough levels of performance. Dr. Chua is also a certified Six Sigma Master Black Belt.

Dr. Chua has assisted many organizations in implementing beneficial change—including six sigma, supply chain optimization, business process re-engineering, total quality, ISO 9000, and Lean. These organizations span industries as diverse as

electronics, medical devices, pharmaceuticals, biotech, textiles, food, construction, government, information technology, healthcare, financial services, and professional services. In assisting clients, Dr. Chua has traveled extensively in the United States and overseas—including Mexico, Venezuela, Finland, Sweden, England, Spain, Czech Republic, South Africa, India, Hong Kong, Taiwan, South Korea, Thailand, Malaysia, and Singapore. Dr. Chua is also a registered technical expert with the Asian Productivity Organization (Tokyo).

Dr. Chua served on the Board of Examiners for the Texas Quality Award in 1994–95. He has served twice as Senior Examiner for the Minnesota Quality Award in 1991 and 1992. Both state awards are patterned after the prestigious Malcolm Baldrige National Quality Award. He has published many papers on various aspects of quality, including six sigma, lean, quality systems, and performance excellence, in ASQ's *Six Sigma Forum*, *Quality Progress*, *European Quality*, *Productivity Digest*, *APICS' Production and Inventory Management Journal*, *International Journal of Production Research*, *Chemical Business and International Business*. Dr. Chua has presented at national and international conferences including ASQ's Annual Quality Congress, the Conference Board's symposiums, DCI's Business Process Management conferences, the Institute of Industrial Engineer's international conferences, International Symposium of Quality Control Circles, and Quality Expo. Dr. Chua has developed and conducted workshops in Six Sigma (including Executive, Champion, Green Belt, Black Belt, and Master Black Belt), Strategic Planning and Deployment, Quality Systems, and Supplier Auditing.

Dr. Chua received a Bachelors degree with distinction in Industrial Engineering from Purdue University, and a PhD in Business Administration with a specialization in Operations Management from the University of Minnesota. His professional affiliations include the Institute of Industrial Engineers, the American Production and Inventory Control Society (Certified in Production and Inventory Management), the American Society for Quality, and the Institute for Quality Assurance (U.K.) with which he was a registered lead assessor. Dr. Chua had taught undergraduate and graduate (MBA) classes at the University of Minnesota Carlson School of Management.

JOSEPH A. DEFEO is President and Chief Executive Officer of Juran Institute, Inc. He leads the Institute's strategic business units and is responsible for global business development. Mr. DeFeo is also a leading breakthrough practitioner for the Institute and is recognized for his training and consulting expertise in sustaining breakthrough results within many different organizations worldwide. Among his areas of expertise are the Management of Quality, Six Sigma Deployment, Strategic Quality Planning, and Business Process Improvement methodologies. Mr. DeFeo's experience as a business professional enables client companies to significantly cut costs while improving their business processes as well as their corporate culture. Mr. DeFeo's track record of success is proven in a wide range of industries including consumer products, electronics, chemical processing, aerospace, automotive, semiconductors, and both secondary and higher education.

As Mr. DeFeo works with client companies, his ability to analyze then recommend and implement solutions is supplemented by the collective experience of the teams he leads at the Institute. He uses proven strategies for guiding organizations

through complex changes to improve business results while meeting or exceeding their customers' expectations. His work with employees at all levels, from senior management to the online workforce, is one of his greatest assets.

Mr. DeFeo's counsel is published widely in national and international publications, including *Assembly Engineering*, *CIO Magazine*, *Industrial Management*, *Quality Digest*, *Quality Progress* and *Quality in Manufacturing*. He serves on the advisory boards of *Six Sigma Forum* and *Total Quality Review* magazines. Mr. DeFeo is also the co-author of *Juran Institute's Six Sigma: Breakthrough and Beyond* with William W. Barnard, senior vice president of the Institute. Published in October 2003, the book is the first management resource to present the full philosophy and methodology of Juran Institute. With the goal of helping managers of all levels learn to move beyond their initial Six Sigma efforts to achieve sustainable bottom line results, the book features performance-improving applications based on the Juran Trilogy of Planning Processes, Controlling Processes and systematically achieving Breakthrough Improvement in Processes.

Mr. DeFeo is a frequent guest speaker at national conferences such as those sponsored by the American Society for Quality, Association for Manufacturing Excellence, the Conference Board, and the International Quality and Productivity Center. His presentations are consistently rated among the "top ten" by attendees. Mr. DeFeo also served as an adjunct professor of Global Competitive Quality Management at Central Connecticut State University. He has also been a guest lecturer at Columbia University and New York University.

Mr. DeFeo earned his MBA from Western Connecticut State University and holds a BS degree in industrial education from Central Connecticut State College.