References


118. “T.Q.M. is the only way to improve India’s Corporate Image – A report on Michael Hyttton – President Phil Crosby Associates Workshop – 31-3-2005.


120. “Managers have to believe in Quality” Interview with Veny Srinivasan, CEO – TVS Group by V. Balasubramanyam Corporate Dossier – The Economic Times.
121. "Quality is the name of the global game" – The Economic Times 18-11-98 – An interview with Phil Crosby.


143. New Management Secrets from Japan – really – Ronald Henkoff Nov. 27, 1995 Fortune.


