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## **REFERENCES and SOURCES**

*12 Days to Deming*

## REFERENCES AND SOURCES

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## BOOKLETS

BDA BOOKLETS (now known as the Deming A5 Booklets and obtainable from the UK Deming Transformation Forum—see the “Internet Contacts” section on page 4).

- A6. BDA, *Profound Knowledge* (1990).
- A8. BDA, *Performance Appraisal and All That!* (1991).
- A9. BDA, *A System of Profound Knowledge* (1991).
- A10. BDA, *Deming Speaks to European Executives* (1991).
- W2. TRIBUS M, *The Germ Theory of Management* (1993).

KOYANAGI Ken-Ichi, *The Deming Prize*. Union of Japanese Scientists and Engineers (JUSE), 1960.

## VIDEOS/DVDs

*For information on accessing items in this list, please see the “Internet Contacts and Addresses” section on page 4.*

*A Japanese Control Chart*. SPC Press Inc (1990).

*A Prophet Unheard*. “Business Matters” series, British Broadcasting Corporation (1992)

*Analysis of the Red Beads Experiment*. The Deming Institute.

*Doctor’s Orders*. Central ITV (1988). Regrettably does not appear to be currently available.

*If Japan Can, Why Can’t We?* NBC White Paper, Films Inc, Chicago. (Contact the Deming Institute.)

*Management’s Five Deadly Diseases*. Encyclopaedia Britannica.

*The Deming Library*. Films Inc, Chicago. (Contact the Deming Institute or the UK Deming Transformation Forum.)

Volume 1. The New Economic Age.

Volume 2. The 14 Points.

Volume 7. The Red Bead Experiment and Life.

Volume 8. Lessons of the Red Bead Experiment.

Volume 21. A Theory of a System for Educators and Managers.

*The Deming of America*. Petty Consulting Productions, Cincinnati.

*The Experiment with the Red Beads*. The Deming Institute.

**INTERNET CONTACTS AND ADDRESSES** *(believed correct at the time of writing)*

(Note that and 0 and 1 are digits and O and I are capital letters.)

A Prophet Unheard: [www.youtube.com/playlist?list=PLCADAD3F2F91BD570](http://www.youtube.com/playlist?list=PLCADAD3F2F91BD570)

Balaji Reddie at the Deming Forum (India): [balaji@deming.org.in](mailto:balaji@deming.org.in)

Deming Alliance (UK): [www.demingalliance.org](http://www.demingalliance.org)

Deming Transformation Forum (UK): [www.deming.org.uk](http://www.deming.org.uk)

Deming Institute (US): [www.deming.org](http://www.deming.org)

Deming Special Interest Group of the CQI (UK): [www.marketing@quality.org](mailto:www.marketing@quality.org)

Deming Learning Network (Scotland): [tony@jmiller.co.uk](mailto:tony@jmiller.co.uk)

Gallery Furniture: [www.galleryfurniture.com](http://www.galleryfurniture.com)

JUSE (Union of Japanese Scientists and Engineers): [http://www.juse.or.jp/deming\\_en/](http://www.juse.or.jp/deming_en/)

Management's Five Deadly Diseases: [www.youtube.com/watch?v=ehMAwIHGN0Y](http://www.youtube.com/watch?v=ehMAwIHGN0Y)

MIT Press *Out of the Crisis* page: <https://mitpress.mit.edu/books/out-crisis>

MIT Press *The New Economics* page:  
<https://mitpress.mit.edu/books/new-economics-industry-government-education>

Petty Consulting Productions (US): [www.PriscillaPetty.com](http://www.PriscillaPetty.com)

SPC Press Inc (US): [www.spcpress.com](http://www.spcpress.com)

"Springboard" article:  
<https://demingalliance.org/resources/articles/understanding-variation-the-springboard-for-process-improvement>

*Some colleagues (see my Preface in the "A. PLEASE START HERE" file) and I have made considerable efforts to trace copyright holders of content quoted in the course material. I would welcome correspondence from any that we have missed or been unable to trace.*

*I would similarly welcome correspondence if you discover any errors in the above contact addresses or indeed anywhere in these References and Sources or elsewhere in the course material.*

*Please contact me direct on [henryneave@sky.com](mailto:henryneave@sky.com).*