

RUNNING THINGS

The Art of Making Things Happen



Philip B. Crosby

Author of *Quality Is Free* and *Quality Without Tears*

Contents

Preface ix

1	<i>The Purpose of an Organization</i>	1
2	<i>The Role of the Leader</i>	9
3	<i>Arranging</i>	13
4	<i>Establishing</i>	27
5	<i>Exempling</i>	43
6	<i>Handling</i>	55
7	<i>Doing</i>	77
8	<i>The GNU Story</i>	83
9	<i>Thoughts on Personnel Evaluation</i>	125
10	<i>Things You Need to Know Something About</i>	133
11	<i>Following Through</i>	219

Guidelines for Browsers 227

Index 249