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All references are with respect to page numbers. If the reference is a figure, the page number will be in italics. If the reference is made to a table, the page number will be in bold print.

Three entries are giants in American industry: Henry Ford, Steve Jobs, and Dave Packard. They are so listed in the index.

The standards: ANSI/ISO/ASQ 9000 (2005), 9001 (2015), and 9004 (2009) are fundamental to this book and appear frequently in many chapters. Therefore, they are listed in this index only when they are used as a reference in the narrative.

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