CUSTOMER-DRIVEN
PROJECT MANAGEMENT

Building Quality into Project Processes
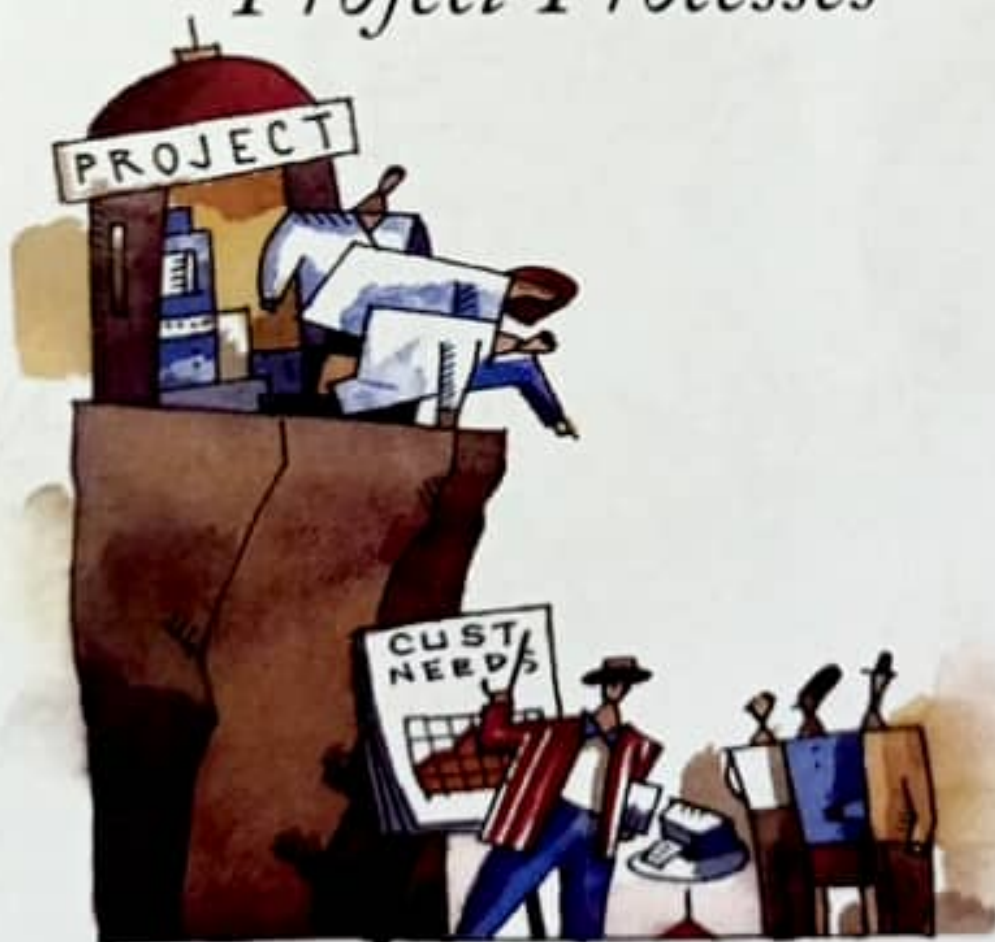
BRUCE T. BARKLEY
JAMES H. SAYLOR

Contents

Chapter 3. Project Management and Quality   49

Chapter 4. Historical Perspective on Project Quality Management   79

Chapter 5. Leadership and Quality   117

Chapter 6. The Eight-Step Process   147