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Jeff Sussna is Founder and He has a track record of driving quality He is the author of Designing Delivery: Rethinking IT in the Digital Service Economy

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Speaker: jeff sussna: DevOps & Web Performance, -

Jeff Sussna is Founder and Principal of Engineering.IT, Jeff has more than 20 years of IT experience, Rethinking IT in the Digital Service Economy.

<http://velocityconf.com/devops-web-performance-2015/public/schedule/speaker/154703>

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<http://www.bokus.com/bok/9781491903780/designing-delivery/>

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http://en.wikipedia.org/wiki/Business_process_reengineering

Chapter 40. Maintaining Quality Performance | -

Why is quality important to you? What are the basic principles of TQM? What is TQM and its relevance to your organization? How do you achieve quality performance

<http://ctb.ku.edu/en/table-of-contents/maintain/maintain-quality-performance/overview/main>

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<http://devops.com/author/george-hulme/>

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<http://blog.engineering.it/>