

BOOK OF THE MONTH SUMMARY

FOR MEMBERS

OVERVIEW

The Power of LEO

The Revolutionary Process for Achieving Extraordinary Results

by Subir Chowdhury

Key things you will learn.

- Why delivering top quality matters
- How organizations can use the LEO – Listen, Enrich, Optimize – process to attain top quality

Overview.

As quality-program books go, this manual seems clearer than most and potentially more useful. It sets up three basic management concepts: LEO; the “four cornerstones” of responsibility, ability, respect and quality; and the “fire-flow-future” metaphor for handling problems that flare up, the pacing of normal business and the long-range view.

About the Author.

Subir Chowdhury is chairman and CEO of ASI Consulting Group and the author of several books, including the bestseller “The Power of Six Sigma.”

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