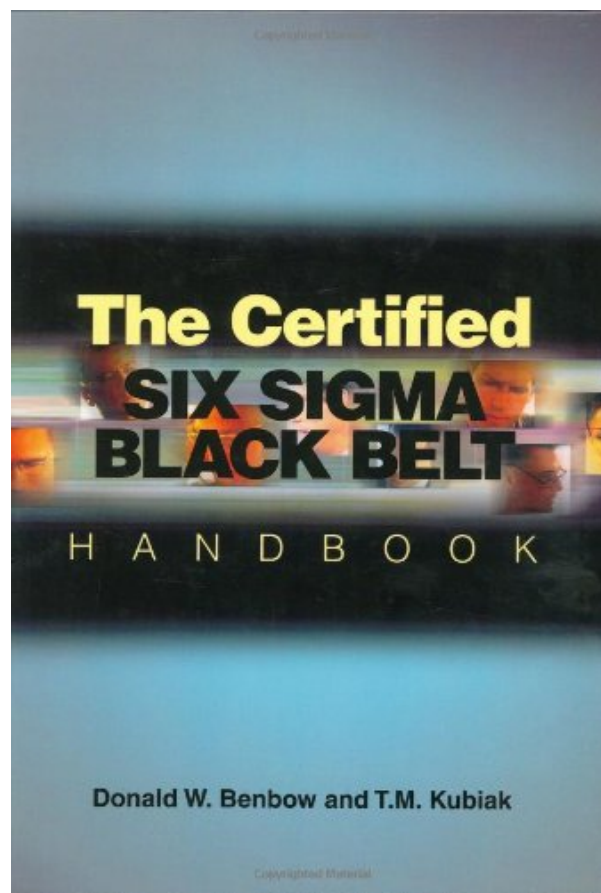
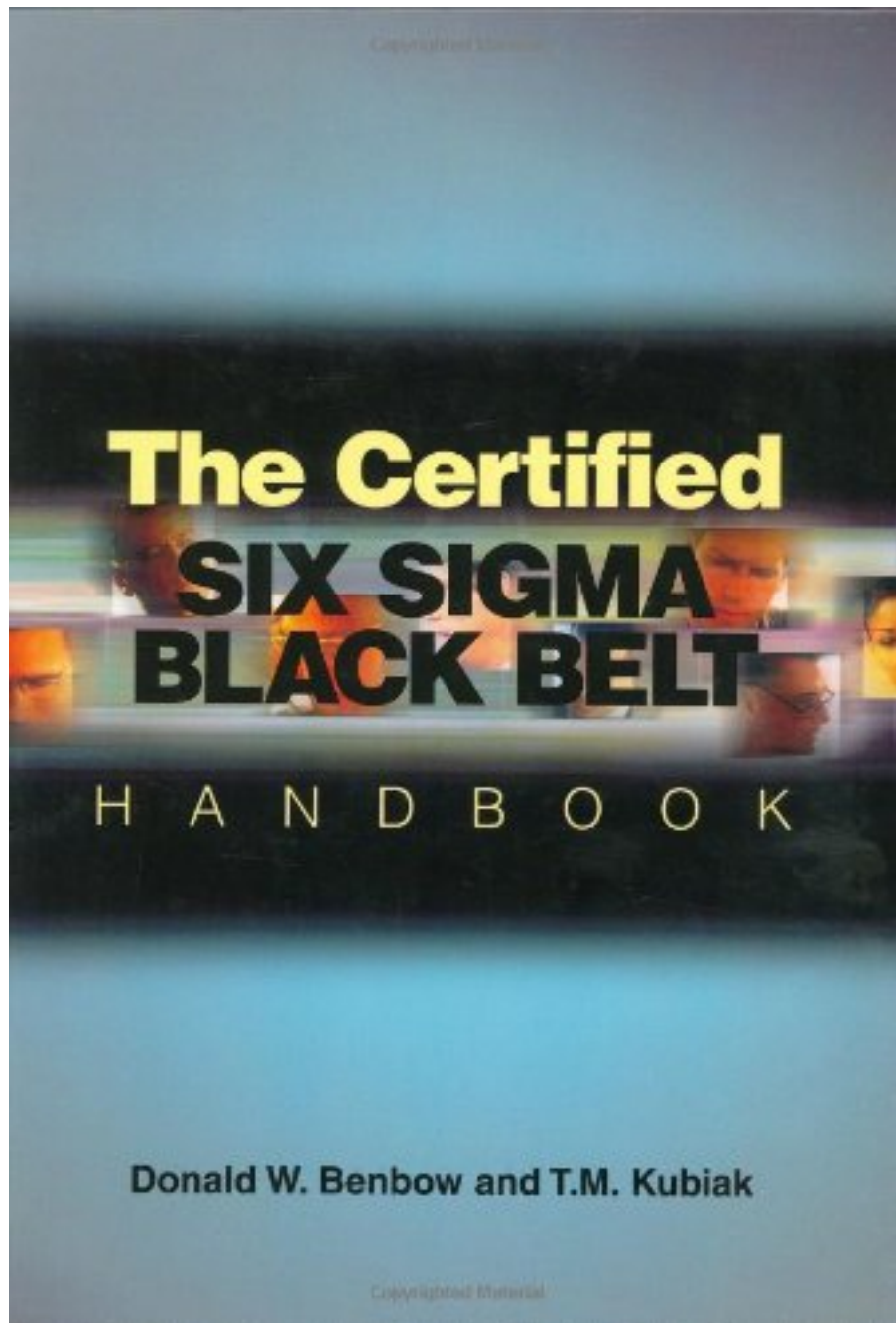


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About the Authors: Donald W. Benbow is a partner of Iowa Quality Systems, and brings extensive teaching and training expertise to this collaboration. For 33 years, he taught college mathematics, statistics, engineering, and computer science courses. He has conducted lean manufacturing seminars, assisted in a Six Sigma project at John Deere Corporation, and developed software for process control applications for a subsidiary of Monsanto Corporation. Benbow is an ASQ certified CQI, CQA, CRE, and CQT.

T. M. Kubiak is Quality and Productivity Executive at Bank of America. Previously he served as director of Six Sigma for Sears, Roebuck and Company, and for nearly 23 years filled several engineering and Six Sigma leadership roles in various locations with Honeywell International. His roles there included principal engineer; Total Quality advisor; manager, Process Improvement, Supply Management; and program manager/technical senior staff, Six Sigma Plus. Kubiak has received many awards, is frequently published in various journals and magazines, and is a sought-after presenter. Kubiak is an ASQ CQE, CRE, Certified Quality Manager, and SSBB.

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