Book Review by Philip Crosby, a pioneer of the Quality Movement, best-selling author of Quality is Free:

"Ingram shows management the financial impact of not 'looking before you leap' into the world of data systems.

He also presents cross-industry precedents that show how this knowledge can translate to competitive advantage [by applying cost of quality disciplines to software.]"

How to Turn Computer Problems Into Competitive Advantage

by Tom Ingram, PMP, Published by The Project Management Institute, 1998

A study of 62 Client/Server Horror Stories - and - *How to turn these recurring problems into Competitive Advantage*

2011 Update To Horror Story Research: Standish Group 2011 Study Shows Only 34% Successful

*Contact Us in Dallas, Texas, USA at tom@tomingraminc.com or 972-394-5721.
**Success stories, client quotes, estimated costs and benefits are derived from actual projects but may have been altered for simplicity,
teaching purposes or to protect confidential information.