

# Biographical Note



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Dr. **Joseph A DeFeo**, past Chairman and CEO of Juran Institute, is recognized as one of the world's leading experts on transformational change and breakthrough quality management. Dr. DeFeo has worked as a trusted adviser helping business leaders increase sales, reduce costs and improve its customer experience through the deployment of performance excellence programs. These include Business Process Quality Management, Lean, Six Sigma, Strategy Deployment and Change Management.

Dr. DeFeo has ushered the Juran Institute into Juran to support a new age of business improvement by successfully building on universal principles pioneered by Dr. Joseph Juran nearly 60 years ago and infusing current thinking and strategies around performance excellence and transformational change.

Dr. DeFeo has written numerous popular texts. To name a few, the most recent being the 7th Edition of Juran's Quality Handbook, The Complete Guide to Performance Excellence; the "go to" resource for quality management and performance improvement leaders, co-authored with Dr. Joseph M. Juran. Secondly, Juran's Quality Essentials for Leaders provides a concise message delivered for leaders to teach them how to embrace quality, not fight it, to be a globally competitive enterprise. Lastly, Six Sigma Breakthrough and Beyond which Joe co-authored with his late mentor, Dr. William Barnard. A frequent motivational guest speaker at international conferences, Dr. DeFeo has worked in 45 countries.