

Acknowledgments

As an experiment, I posted draft chapters of this book on my Internet Web site and invited readers to comment on them. Many people downloaded the chapters, and they contributed literally thousands of insightful review comments. The diversity of viewpoints was tremendous (bordering on overwhelming), and the book is more readable, cohesive, practical, and useful as a result.

Thanks first to the people who reviewed the whole manuscript. These people include Robert C. Burns (The Boeing Company), Lawrence Casey, Alan Brice Corwin (Process Builder), Thomas Duff, Mike Cargal, Pat Forman (Lynden), Manny Gatlin, Marc Gunter, Tom Hill, William Horn, Greg Hitchcock, Grant McLaughlin, Mike Morton, Matt Peloquin, David Roe, Steve Rinn, Andre Sintzoff, Matthew J. Slattery, and Beth Weiss.

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Other people commented on one or more details of the manuscript, and I've listed those people where appropriate in the "Notes" section at the end of the book.

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