

Magazines, Journal, and Newsletters Dedicated to Quality

Accreditation and Quality Assurance

Published monthly by Springer-Verlag New York, Inc., Journal Fulfillment Services Dept., P.O. Box 248, Secacus, NJ 07096-2485, phone: (800) SPRINGER (777-4643), fax: (201)348-4505, email: custserv@springer-ny.com, Web: link.springer.de/link/service/journals/00769/index.htm.

American Journal of Medical Quality

Published bimonthly by the American College of Medical Quality. Editorial: 4334 Montgomery Avenue, Bethesda, MD 20814, phone: (301) 914-9149 or (800) 924-2149, fax: (301) 913-9142, email: ACMQ@acmq.org, Web: www.acmq.org.

Benchmarking: An International Journal

Published in five issues (five dispatches) by MCB University Press Ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone: +44 (0) 1274 777700, fax: +44 (0) 1274 785200, email: customerservices@mcb.co.uk, web: www.mcb.co.uk/bij.htm.

BioQuality

Published monthly by I2I Corporation, P.O. Box 1137, Idyllwild, CA 92549 phone: (909) 659-1957, fax: (909) 659-3233, email: info@i2icorp.com, web: www.i2icorp.com/newsletter.htm.

Business Process Management Journal

Published in five issues (five dispatches) by MCB University Press Ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone: +44(0) 1274 777700, fax: +44 (0) 1274 785200, email customerservice@mcb.co.uk, web: www.mcb.co.uk/bpmj.htm.

Clinical Performance and Quality Health Care

Published quarterly by MCB University press Ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone: +44(0) 1274 777700, fax: +44 (0) 1274 785200, email: customerservices@mcb.co.uk, web: www.mcb.co.uk/cpqhc.htm.

Control

Published monthly by Putman Publishing Company, 555 Pierce Road, Suite 301, Itasca, IL 60143, phone: (630) 467-1300, fax: (630) 467-1124, email: pstudebaker@putman.net (Paul Studebaker, Editor in Chief), Web: www.controlmagazine.com

COR Clinical Excellence

Published monthly by COR Health LLC, P.O. Box 50507, Santa Barbara, CA 93150-0507, phone: (805) 564-2177, fax: (805) 564-2146, email: corinfo@corhealth.com, web: www.corhealth.com

CQ – The Quarterly Journal of Cost @ Quality

Published quarterly by the National Healthcare Cost and Quality Association, 11313 Weddington Street, first floor, North Hollywood, CA 91601, phone: (888) 761-3600 or (818) 761-6546, fax: (818) 761-5568, email contact@cost-quality.com, web www.cost-quality.com

Critical Linkages II Newsletter

Published five times a year by Sager Educational Enterprises, 21 Wallis Road, Chestnut Hill, MA 02467, phone: (617) 469-94644, fax: (617) 469-9639, email cs@carolsager.com, web: www.carolsager.com

Customer Service: A Journal of Theory, Research and Practice

Published biannually by the International Customer Service Association, 401 N. Michigan Avenue, Chicago, IL 60611-4267, phone: (800) 360-ICSA (4272) or (312) 321-6800, fax: (312) 245-1084, email: icsa@sba.com, web: www.icsa.com.

Customer Service Manager's Letter

Published 24 times per year Aspen Publishers, 200 Orchard Ridge Drive, Gaithersburg, MD 20878, phone: (301) 417-7500. Fax: (301) 695-7931, email customer.service@aspen-publ.com, Web: www.aspenpub.com/pgCSB.html.

Customer Service Review

Published monthly online by Customer Service Review, P.O. Box 952, Houghton 2041, South Africa, Phone: NA, fax: +27 (11) 648 0675, email: csr@csr.co.za, web: www.csr.co.za

Environmental Quality Management

Published quarterly by John Wiley & Sons, Inc., 605 Third Avenue, New York, NY 10158-0012, phone: (212) 850-6000 or (212) 850-6645 (subscriptions), fax: (212) 850-6088 or (212) 850-6021 (subscriptions), email subinfo@wiley.com, web: www.interscience.wiley.com/jpages/1088-1913.

European Journal of Innovation Management

Published quarterly by MCB University Press Ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone: +44(0) 1274 777700, fax: +44 (0) 1274 785200, email customerservices@mcb.co.uk, web www.mcb.co.uk/ejim.htm.

European Quality

Published bimonthly by the European Organization for Quality and European Quality Publications Ltd., John Kelly, Managing Editor, 9 St. Albans Place, NI, London, United Kingdom, phone (020) 7704 2000 or (020) 7704 9534, fax: (020)7704 2700, email: jk@european-quality.co.uk, Web: www.european-quality.co.uk.

Eye on Improvement

Published electronically twice monthly by the Institute for Healthcare Improvement, institute for Healthcare Improvement, 135 Francis Street, Boston, MA 02215, phone: (617) 754-4800, fax: (617) 754-4848, email info@ihi.org, Web: www.ihi.org/resources/eyeoi.

HCQA Quality Forum

Published quarterly by the Health Care Quality Alliance, 2000 L Street, NW, Suite 500, Washington, DC 20036, phone: (202) 955-3535, fax: (202) 466-4243, email: info@healthquality.org, web: www.healthquality.org/newsletter.

Homecare Quality Management

Published monthly by American Health Consultants, Inc., 3525 Piedmont Road NE, Building #6, Suite 400, Atlanta, GA 30305-0056, phone: (404) 262-7436 or (800) 688-2421 (customer service), fax: (404) 262-7837 or (800) 284-3291 (customer service), email customerservice@ahcpub.com, web: www.ahcpub.com/ahc_root_html/products/newsletters/hqm.html.

IEEE Engineering Management Review

Published quarterly by the engineering Management Society, Institute of Electrical and Electronics Engineers, IEEE Customer Service Center, 445 Hoes Lane, P. O. Box 1331, Piscataway, NJ 08855-1331, phone: (800) 678-4333 (U. S. and Canada) or (732) 981-0060, fax (732) 981-9667, email: storehelp@ieee.org, Web: www.ieee.org.

InTech

Published monthly by The International Society for Measurement & Control, 67 Alexander Drive, P. O. Box 12277, Research Triangle Park, NC 27709, phone: (919) 549-8411, fax (919) 549-8288, email: info@isa.org, web: www.isa.org/journals/intech

International Journal for Quality in Health Care

Published bimonthly by Oxford University Press Journals. Subscriptions (Americas): Journal Marketing, 2001 Evans Road, Cary NC 27513, phone (800) 852-7323 or (919) 677-0977, fax: (919) 677-1714, email: jnlorders@oup-usa.org, web: www.oup.co.uk/intqhc

International Journal of Health Care Quality Assurance

Published in seven issues (four dispatches) by MCB University Press Ltd, 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone +44 (0) 1274 777700, fax (0) 1274 785200, email customerservices@mcb.co.uk, Web: www.mcb.co.uk/ijhcqa.htm .

International Journal of Process Management and Benchmarking

Published quarterly by Inderscience Enterprises Ltd. Editorial: M.A. Dorgham, Editor-in-chief, 17 Beeward Close, The Leyes, Wolverton Mill, Milton Keynes, Buckinghamshire, MK12 6LJ, England, phone: +44 1980-314248, fax: +44 1234-240515, email: Mdorgham@inderscience.com, Web: www.inderscience.com.

International Journal of Quality @ Reliability Management

Published in nine issues (five dispatches) a year by MCB University Press Ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone +44 (0) 1274 777700, fax (0) 1274 785200, email customerservices@mcb.co.uk, Web: www.mcb.co.uk/ijqrm.htm.

International Journal of Reliability, Quality and Safety Engineering

Published quarterly by World Scientific Publishing Co., Inc., U.S. Office, 1060 main Street, River Edge, NJ 07661, phone: (800) 227-7562 or (202) 487-9655, fax: (888) 977-2665 or (201) 487-9656, email wspc@wspc.com, Web: www.wspc.com/journals/journals.html.

ISO 14000 Update

Published monthly by Cutter information Corporation, 37 Broadway, Arlington, MA 02474-5554, phone: (800) 964-5118 or (781) 641-5118 or (781) 641-5118, fax: (800) 888-1816 or (781) 648-1950, email: info@cutter.com, web www.cutter.com/iso14000 .

Jawdah

Published Quarterly by the Saudi National Quality Committee. P.O.Box 752, Riyadh, 11311, Saudi Arabia, www.snqc.org.

Joint Commission Journal on Quality Improvement

Published monthly by the Joint Commission on Accreditation of Healthcare Organizations. Editorial: 1 Renaissance Boulevard, Oakbrook Terrace, IL 60181, phone: (630) 792-5000, fax: (630) 792-5005, email: NA, Web: www.jacaho.org.

Journal for Healthcare Quality

Published bimonthly by the National Association for Healthcare Quality, 4700 W. Lake Avenue, Glenview, IL 60025-1485, phone: (800) 966-9392 or (847) 375-6320, fax: (847) 375-4777, email: jhq@nahq.org, web: www.nahq.org/pubs/jhq.htm

Journal for Quality and Participation

Published bimonthly by the Association for Quality and Participation, Executive Building #200, 2368 Victoria Parkway, Cincinnati, OH 45206 Phone: (800) 733-3310 or (513) 381-1979, fax (513) 381-0070, email: journal@aqp.org, Web: www.aqp.org.

The Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior

Published annually by Consumer Satisfaction, Dissatisfaction and Complaining Behavior, Inc., H. Keith Hunt (editor), 632 TNRB, Marriott School of Management, Brigham Young University, Provo, UT 84602, phone: (801) 378-2080, (801) 378-3113, or (801)224-2867, fax: (801) 226-7650, email: hkhunt@byu.edu or hkh@itsnet.com, Web: NA.

Journal of Product Innovation Management

Published bimonthly by Elsevier Science, Regional Sales Office, Customer Support Department, P.O. Box 945, New York, NY 10159-0945, phone: (212) 633-3730 or (888) 4ES-INFO (437-4636), fax: (212) 633-3680, email: usinfo-f@elsevier.com, Web: www.elsevier.com/inca/publications/store/5/0/5/7/2/4/index.htm.

Journal of Quality Management

Published semiannually by Elsevier Science, Regional Sales Office, Customer Support Department, P. O. Box 945, New York, NY 10159-0945, phone: (212) 633-3730 or (888) 4ES-INFO (437-4636) fax: (212) 633-3680, email: usinfo-f@elsevier.com, web: www.elsevier.com/inca/publications/store/6/2/0/2/2/2/index.htm.

Journal of Quality Technology

Published quarterly by the American Society for Quality, 611 E. Wisconsin Avenue, P.O. Box 3005, Milwaukee, WI 53201-3005, phone: (800) 248-1946 or (414) 272-8575, fax: (414) 272-1734, email: es@asq.org, web: www.asq.org/products/journals/jqt.html.

Knowledge and Process Management: The Journal of Corporate Transformation

Published quarterly by John Wiley & Sons, Ltd., Customer Service (Americas), 605 Third Avenue, New York, NY 10158-0012, phone: (212) 850-6645, fax: (212) 850-6021, email: subinfo@wiley.com, web: www.interscience.wiley.com/jpages/1092-4604.

Managing Service Quality

Published in six issues (six dispatches) a year by MCB University Press Ltd. Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone +44 (0) 1274 777700, fax (0) 1274 785200, email customerservices@mcb.co.uk, Web: www.mcb.co.uk/msq.htm.

Manufacturing Engineer

Published bimonthly by the Institution of Electrical Engineers, P. O. Box 96, Michael Faraday House, Stevenage, Hertsforshire SG1 2SD, UK, phone: +44 (0) 1438 313311, fax: +44 (0) 1438 742792, email mfgeng@iee.org.uk or sales@iee.org.uk, web: www.iee.org.uk/publish/journals/magsnews/manufeng.html.

Measurement @ Control

Published bimonthly by Measurements & Data corporation, 100 Wallace Avenue, Suite 100, Sarasota, FL 34237, phone: (941) 366-1153, fax: (951) 366-5743, email: editor@mac-med.com, web: www.mac-med.com

Measurement @ Control News

Published bimonthly by measurements & Data Corporation, 100 Wallace Avenue, Suite 100, Sarasota, FL 34237, phone: (941) 366-1153, fax: (951) 366-5743, email: editor@mac-med.com, web: www.mac-med.com

Measuring Business Excellence

Published in four issues (four dispatches) by MCB University press ltd. 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone +44 (0) 1274 777700, fax (0) 1274 785200, email customerservices@mcb.co.uk, Web: www.mcb.co.uk/mbe.htm.

National Productivity Review

Published quarterly by John Wiley & Sons, Inc., Customer Service (Americas), 605 Third Avenue, New York, NY 10158-0012, phone: (212) 850-6000 or (212) 850-6645 fax: (212) 850-6088 or (212) 850-6021, email: subinfo@wiley.com, web: www.interscience.wiley.com/jpages/0277-8556.

NCSL Newsletter

Published quarterly by the National Conference of Standards Laboratories International, 1800 30th Street, Suite 305B, Boulder, CO 80301-1026, phone (303) 440-3339, fax: (303) 440-3384, email: ncsl-staff@ncsl-hq.org, web: www.ncsl-hq.org/publications/pubs-list.cfm.

Process Control and Quality

Published bimonthly by VSP, P.O. Box 346, 3700 AH Zeist, The Netherlands, phone: +31 30 692 5790, fax: +31 30 693 2081, email: vsppub@compuserve.com, web: www.vsppub.com/journals/jn-ProConQua.html.

QI/TQM

Published monthly by American Health Consultants, Inc., 3525 Piedmont Road NE, Building #6, Suite 400, Atlanta, Ga 30305-0056, phone: (404) 262-2436 or (800) 688-2421, fax: (404) 262-7837, email: customerservice@ahspub.com, web: www.ahcpub.com/ahc_root_html/products/newsletters/qit.html.

QRC Advisor: Managing Hospital Quality, Risk, and Cost

Published monthly by Aspen Publishers, Inc., 200 Orchard Ridge Drive, Gaithersburg, MD 20878, phone: (800) 234-1660 or (301) 417-7500, fax: (800) 901-9075 or (301) 417-7500, email: customer.service@aspenpubl.com, web: www.aspenpub.com

Quality

Published monthly by Cahners Business Information, 2000 Clearwater Drive, Oak Brook, IL 60523, phone: (800) 826-6270, email: dromanch@qualitymag.com, web: www.qualitymag.com

Quality and Reliability Engineering International

Published bimonthly by John Wiley & Sons Ltd. Customer Service (Americas), 605 Third Avenue, New York, NY 10158-0012, phone: (212) 850-6000 or (212) 850-6088 or (212) 850-6021 email: subinfo@jwiley.com, web: www.interscience.wiley.com/jpages/07488017.

Quality Assurance

Published quarterly by Taylor & Francis Group, U.S. Customer Service, 47 runway Road, Suite G, Levittown, Pa 19057-4700, phone: (800) 821-8312 or (215) 269-0400, fax: (215) 269-0363, email: info@taylorandfrancis.com, web: www.taylorandfrancis.com/JNLS/qua.htm.

Quality Assurance in Education

Published four issues (four dispatches) by MCB University press ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone +44 (0) 1274 777700, fax (0) 1274 785200, email customerservices@mcb.co.uk, Web: www.mcb.co.uk/qae.htm.

The Quality Assurance Journal

Published quarterly by John Wiley & Sons Ltd. Office for the Americas, 605 Third Avenue, New York, NY 10158-0012, phone: (212) 850-6000 or (212) 850-6645, fax: (212) 850-6088 or (212) 850-6021 email: subinfo@jwiley.com web: www.interscience.wiley.com/jpages/1087-8378.

Quality Digest

Published monthly by QCI International, 40 Declaration Drive, Suite 100, Chico, CA 95973, phone: (530) 893-4095, fax: (530) 893-0395, email editorial@qualitydigest.com or circulation@qualitydigest.com web: www.qualitydigest.com

Quality Engineering

Published quarterly by the American Society for Quality and Marcel Dekker, Inc. Subscriptions: Marcel Dekker, Inc. Customer Service, Cimarron Road, P.O. Box 5005, Monticello, NY 12701, phone: (800) 228-1160 or (845) 7961919, fax: (845) 796-1772, email: custserv@dekker.com, web: www.asq.org/products/journals/qe.html or www.dekker.com/e/p.pl/0898-2112.

Quality 1st

Published biweekly by The Dartnell Corporation, 360 Hieatt Drive, Plam Beach Gardens, FL 33418, phone: (800) 621-5463, fax: (561) 622-2423, email: quality@dartnellcorp.com, Web: www.dartnellcorp.com

Quality in Manufacturing

Published bimonthly by Adams Business Media, 6001 Cochran Road, Suite 300, Solon, OH 44139, phone: (440) 248-1125, fax: (440) 248-0187, email: qm@aip.com, web: www.manufacturingcenter.com/qm.

Quality Letter for Healthcare Leaders

Published 11 times a year by Aspen Publishers, Inc. 200 Orchard Ridge Drive Gaithersburg, MD 20878, phone: (800) 234-1660 or (301) 417-7500, fax: (800) 901-9075 or (301) 417-7550, email: customer.service@aspenpubl.com, web: www.aspenpub.com

The Quality Magazine

Published bimonthly by the Quality Society of Australasia Limited, P.O. Box 742, Crows Nest, NSW 1585, Australia, phone: +61 2 9901 9938, fax: +61 2 9901 4677, email: magazine@qsanet.com, web: www.qsanet.com

Quality Management in Health Care

Published 11 times a year by Aspen Publishers, Inc. 200 Orchard Ridge Drive Gaithersburg, MD 20878, phone: (800) 234-1660 or (301) 417-7500, fax: (800) 901-9075 or (301) 417-7550, email: customer.service@aspENpub.com, web: www.aspenpub.com

Quality Management Journal

Published quarterly by the American Society for Quality, 611 E. Wisconsin Avenue, P.O. Box 3005, Milwaukee, WI 53201-3005, phone: (800) 248-1946 or (414) 272-8575, fax: (414) 272-1734, email: cs@asq.org, web: www.asq.org/products/journal/qmj.html.

Quality Matters

Published three times a year by the National Committee for Quality Assurance, Publication Center, P.O. Box 533, Annapolis Junction, MD 20701-0533, phone: (800) 839-6487, fax: (301) 953-2838, email: customersupport@ncqa.org, web: www.ncqa.org/pages/communications/publications/qumpub.htm.

Quality Progress

Published monthly by the American Society for Quality, 611 E. Wisconsin Avenue, P.O. Box 3066, Milwaukee, WI 53201-3066, phone: (800) 248-1946 or (414) 272-875, fax: (414) 272-1734, email: cs@asq.org, web: www.qualityprogress.asq.org.

Quality System Update

Published monthly by McGraw-Hill Companies. Editorial: 1200 G Street, Suite 250, Washington, DC 2005, phone: (202) 383-3600, fax: (202) 383-2061, email: qsunews@aol.com, web: www.pbg.mcgrawhill/qsu/iso9000/qsu.html.

Quality World

Published monthly by the Institute of Quality Assurance, 12 Grosvenor Crescent, London SW1x 7EE, United Kingdom, phone: +44 (0) 20 7245 6722, Fax: +44 (0) 20 7245 6755, email: iqa.org, Web: www.iqa.org.

Reliability Magazine

Published bimonthly by Reliability Magazine, 1704 Natalie Nehs Drive, Knoxville, TN 37931-4554, phone: (865) 531-2193 or (865) 531-2194, fax: (865) 531-2459, email: info@reliability-magazine.com, Web: www.reliability-magazine.com

Software Quality Professional

Published quarterly by the American Society for Quality, 611 E. Wisconsin Avenue, P.O. Box 3005, Milwaukee, WI 53201-3005, phone: (800) 248-1946 or (414) 272-8575, fax: (414) 272-1734, email: cs@asq.org, web: www.asq.org/products/journals/sqp.html.

Standardization News

Published monthly by the American Society for Testing and Materials, International Headquarters, 100 Barr Harbor Drive, West Conshohocken, Pa 19428-2959, phone: (610) 832-9585, fax: (610) 832-9555, email: service@astm.org, web: www.astm.org.

Supervisors Guide to Quality @ Excellence

Published biweekly by Clement Communications, Inc., 10 LaCure Avenue, Concordville, Pa 19331, phone: (888) 358-5858, fax: (800) 459-1933, email: customerservice@clement.com, web: www.clement.com

The Systems Thinker

Published 10 times a year by Pegasus Communications, Inc. Editorial: 1 Moody Street, Waltham, MA 02453, phone: (781) 398-9700, fax: (781) 894-7175, email: editorial@pegasus.com, web: www.pegasus.com/tstpage.html. P.O. Box 2241, Williston, VT 05495, phone: (800) 272-0945 or (802) 862-0095, fax: (802) 864-7626, email: customerservice@pegasus.com.

Technometrics

Published quarterly by the American Society for Quality, 611 E. Wisconsin Avenue, P.O. Box 3005, Milwaukee, WI 53201-3005, phone: (800) 248-1946 or (414) 272-8575, fax: (414) 272-1734, email: cs@asq.org, web: www.asq.org/products/journals/sqp.html.

Test @ Measurement World

Published 15 times a year by Cahners Business Information. Editorial: 275 Washington Street, Newton, MA 02158-1630, phone: (617) 558-4671, fax: (617) 558-4470, email: tmw@cahners.com, web: www.tmworld.com. subscriptions: Cahners Business Information, 8878 S.Barrons Boulevard, Highlands Ranch, CO 80129-2345, phone: (303) 470-4445, fax: (303) 470-4280, email: cahners.subs@denver.cahners.com

Total Quality Management

Published eight times a year by Carfax Publishing Company, Taylor & Francis Ltd., Rankine Road, Basingstoke, Hampshire, RG24 8PR, United Kingdom, phone: +44 (0) 1256 813000, fax: +44 (0) 1256 330245, email: enquiry@tandf.co.uk, web: www.tandf.co.uk/journals/carfax/09544127.html.

The TQM Magazine

Published in six issues (six dispatches) by MCB University press Ltd., 60/62 Toller Lane, Bradford, West Yorkshire, England BD8 9BY, phone +44 (0) 1274 777700, fax (0) 1274 785200, email customerservices@mcb.co.uk, Web: www.mcb.co.uk/tqm.htm.

Value Engineering and Management Digest

Published monthly by Hal Tufty, 3812 Livingston Street, NW, Washington, DC 20015, phone: (202)347-8998, fax: (202) 543-6776, email: htufty@capaccess.org, Web: www.valulink.com

Value World

Published three times a year by SAve international, 60 Revere Drive, Suite 500, Northbrook, IL 60062, phone: (847) 480-1730, fax: (847) 480-9282, email value@value-eng.org, web: www.value-eng.org.

General Business Periodicals That Include Coverage of Quality

Across the Board

Published 10 times annually (July/August and November/December are combined issues) by The Conference Board, Inc. 845 Third Avenue, New York, NY 10022-6679, phone: (212) 759-0900, Fax: (212) 980-7014, email: atb@conference-board.org, web: www.conferenc-board.org.

Business Ethics

Published bimonthly by Business Ethics Magazine, P.O. Box 8439, Minneapolis, MN 55408, phone: (612) 879-0695, fax: (612) 879-0699, email: bizethics@aol.com, Web: www.business-ethics.com

Business Horizons

Published bimonthly by Elsevier Science, Regional Sales Office, Customer Support Department, P.O. Box 945, New York, NY 10159-0945, phone: (212) 633-3730 or (888) 4ES-INFO (437-4636), fax: (212) 633-3680, email: usinfof@elsevier.com, web: www.elsevier.com/inca/publications/store/6/2/0/2/1/4/index.htm.

California Management Review

Published quarterly by the University of California, F 501 Haas School of Business #1900, University of California, Berkeley, CA 94720-1900, phone: (510) 642-7159, fax: (510) 642-1318, email: cmr@haas.berkeley.edu, web: haas.berkeley.edu/cmr

Executive Excellence Magazine

Published monthly by Executive Excellence Publishing, 1344 East 1120 south, Provo, UT 84606-0637, phone: (800) 304-9782 or (801) 375-4060, fax: (801) 377-5960, email: info@eep.com, web: www.eep.com/Mwerchant/executivtive.htm.

Harvard Business Review

Published bimonthly by the Harvard Business School Publishing. Editorial: 60 Harvard Way, Box 230-5C, Boston, MA 02163, phone: (800) 274-3214 or (617) 495-6800, fax: (617) 496-8145, email: hbr_editorial@hbsp.harvard.edu, web: www.hbsp.harvard.edu/products/hbr/index.html

Industry Week

Published 23 times a year by Penton Media, Inc. Editorial: 1100 Superior Avenue, Cleveland, OH 44114, phone: (800) 326-4146 or (216) 696-7000, fax: (216) 696-7670, email: iwinfo@industryweek.com, Web: www.industryweek.com

Management Development Forum

Published semiannually by the FORUM Management Education Program, state University of New York-Empire State College, 28 Union Avenue Saratoga Springs, NY 12866-4390, phone: (800) 847-3000 x 235, fax: NA, Email: mdf@esc.edu, web: www.esc.edu/mdf

Organizational Dynamics

Published quarterly Elsevier Science, Regional Sales Office, Customer Support Department, P.O. Box 945, New York, NY 10159-0945, phone: (212) 633-3730 or (888) 4ES-INFO (437-4636), fax: (212) 633-3680, email: usinfof@elsevier.com web: www.elsevier.com/inca/publications/store/6/2/1/0/4/5/index.htm.

Sloan Management Review

Published quarterly by the MIT Sloan School of Management, Room E60-100, 77 Massachusetts Avenue, Cambridge, MA 02139-4307, phone: (617) 253-7170, fax: (617) 258-9739, email: smr@mit.edu, Web: mitsloan.mit.edu/smr/index.html,

Strategy @ Business

Published quarterly by Booz-Allen & Hamilton. Editorial: 101 Park Avenue New York, NY 10178, phone: (888) 557-5550 or (212) 551-6673, fax: (212) 551-6008, email editors@strategy-business.com, web: www.Strategy-business.com