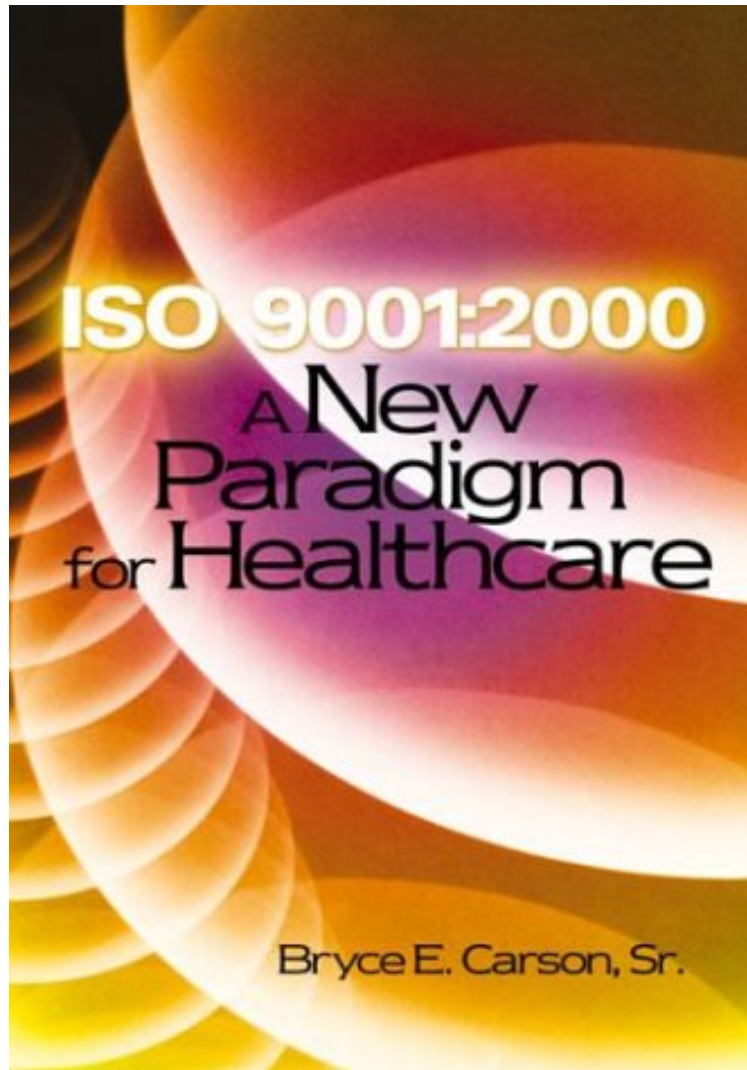


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About the Author Bryce E. Carson, Sr. was the lead surveyor on the first three hospitals, first physician's practice, and first clinic certified to the ISO 9000 standards. He is Vice President of Quality Paradigms Training and Consulting, Inc., an ISO 9001:2000 certified management consulting firm specializing in the implementation of ISO 9001:2000 in healthcare organizations. He is an RAB Quality Systems Lead Surveyor and Senior Graded IATCA Assessor. He has authored several books and is frequently featured in Quality Systems Update on issues involving ISO 9000. Carson holds degrees in Industrial Engineering and Quality Assurance Management, and is a member of the American Society for Quality (ASQ).