

3M, 99, 733

A

ABC Technologies, 177
 ABT, 357
 Aetna Life Insurance, Inc., 568, 843
 Allen-Bradley, 636
 Amazon.com, 44, 758
 American Express, 367
 American Honda Motor Co., 622
 American Productivity & Quality Center (APQC), 589
 Andersen Corporation, 701
 Anderson Group, 853
 Apple Computer, 461, 833
 Arm & Hammer, 505
 Armstrong World Industries, Inc., 434
 Armstrong-Laing, 177
 AT&T, 510, 559
 Avnet, Inc., 501

B

Baan, 66
 Bal Seal Engineering, 929
 BankBoston, 845
 Baptist Hospital, Inc., 622
 Barclays Bank, 501, 844
 Bassett Furniture Industries, Inc., 186
 Bausch & Lomb, 449
 Baxter, 733
 BellSouth, 501
 Black & Decker, 510
 Boeing, 120, 758
 Boeing Aerospace Support (AS), 9, 622
 Boeing Aircraft and Tanker Programs, 622
 Borg-Warner, 510
 bpi.industrial, 698
 Briggs and Stratton, 443
 Brigham and Women's Hospital, 880
 British Telecom, 637
 Burger King, 936
 BZW Securities, 844, 845

C

C&C Group, 436
 CAI, 66
 Canadian Imperial Bank of Commerce, 845
 Caterpillar Financial Services Corporation, 622
 CDNow, 44

Chandler Engineering, 329
 Chemical Bank, 568
 Chevron, 559
 Chrysler Corporation, 40, 510, 711
 Cigna Property and Casualty, 608
 Cisco, 458
 Citicorp, 449
 Coca-Cola Company, 5, 330, 441
 Colorado Rockies, 338
 Commonwealth Edison, 701
 Conoco, 327
 ConocoPhillips, 489
 Continental Airlines, 832
 CSX Corporation, 447

D

DaimlerChrysler, 4
 Dana Corporation's Spicer Drive-shaft Division, 622
 Deloitte & Touche LLP, 16
 Delta Air Lines, 40
 Dow Chemical, 285
 DuPont, 637, 833

E

Eastman Kodak, 358, 447, 637, 713
 Elgin Sweeper Company, 99
 Environmental Protection Agency, 928
 Ernst & Young, 589
 Exxon-Mobil, 489

F

Federal Express, 8, 356, 878
 Federal-Mogul, 568
 Fiat Auto Argentina, 230
 First Union Corporation, 501
 Fleet Financial Group, 845
 Ford Motor Company, 296, 501, 510, 644, 758, 781
 Frito-Lay, Inc., 434

G

General Accounting Office, 700
 General Electric, 356, 434, 441, 449, 510, 568, 636, 637
 General Mills, 434, 825
 General Motors (GM), 40, 183, 510, 622, 665, 701, 736, 843, 942
 Georgia, state of, 345
 Gerber Products, 447
 Gillette, 449
 Girl Scouts of America, 834

Goldratt, 966
 Grede Foundries, Inc., 632

H

Harley-Davidson, 510, 758, 937
 Haworth Furniture, 636
 Hershey Foods, 447
 Hewlett-Packard, 9, 285, 447, 510, 829
 Home Depot, 444
 Honeywell, 497

I

IBM Corporation, 285, 327, 678
 IBM Credit, 568, 678, 679
 Indigo, Ltd., 185
 Intel, 356, 441, 510
 International Paper, 669
 International Standards Organization, 662-663
 Ipiranga Group, 701
 Irving Pulp and Paper, 900

J

Jacksonville Naval Supply Center, 737
 JD Edwards, 11, 66, 151, 177, 186
 John Deere, 510
 Johnson & Johnson, 99, 852

K

Kaiser Permanente, 225
 Karlee Company, 622
 Kellogg, 825
 KFC, 434
 Kraft, 189

L

Land's End, 45, 801
 Levi Strauss & Company, 758
 Lexus, 183
 Loctite Corporation, 433
 Los Alamos National Bank, 622
 Lura Group, 697

M

Manugistics Group, 758
 Mars, Inc., 5
 Martin Marietta, 568
 Massachusetts General Hospital, 880
 MasterCard, 367
 Mattel, 851
 McDonald's, 184, 449

McLane Company, 435
 Medrad, Inc., 622
 Medtronic Xomed, 568
 Memorial Sloan-Kettering Hospital, 183
 Mercedes-Benz U.S. International (MBUSI), 942
 Mercedes-Benz U.S. International, 511
 Merck, 441
 Mercury Marine, 510
 Metropolitan Life Insurance Company, 49
 Microsoft, 87
 Mobil, 608
 Mobility, 698
 Monsanto, 879, 900
 Morton Salt, 830
 Motorola, 510, 636
 Mott's, 279

N

Nabisco, 488
 Nachovia Corporation, 501
 National Charities Information Bureau, 833
 Nestle, 330
 Next, 833
 NUMMI, 942

O

Oklahoma State University, 432
 Operations Management International, Inc., 622
 Oracle, 11, 66, 151, 230, 458, 633

P

PeopleSoft, 11, 66, 151
 PepsiCo, 434
 Philip Crosby Associates II, 622
 Pizza Hut, 434
 PMG Systems, Inc., 845
 Porsche Cars North America, 4, 622
 PPG Industries, 936
 Priceline.com, 44

PricewaterhouseCoopers, 432, 758
 Procter & Gamble, 5, 41, 449, 737, 937
 Proctor-Silex, 183
 Public Service Enterprise Group, 559

Q

Quaker Oats, 444, 825
 Quebecor Printing Mount Morris, Inc., 900

R

Revlon, 331
 Rice Lake Products, Inc., 844
 Ritz-Carlton, 559
 Robert Bosch Corporation, 633
 Rockland Manufacturing, 953

S

Sam's Club, 435
 SAP, 11, 66, 151, 177, 877
 SAS, 633
 Schneider National Company, 936
 Shionogi Pharmaceuticals, 558
 Small Business Administration, 150
 Smith Dairy, 385
 Sony Corporation, 623, 624
 Southwest Airlines, 737
 Spectrum Glass, 706
 Standard Oil, 833
 Starbucks Coffee, 74
 Stihl, 4
 Stillwater Designs, 5
 Stillwater's Mission of Hope, 12
 Sun Microsystems, 644

T

Taco Bell, 181
 Talus Solutions, 758
 Tandem Computers, Inc., 457
 Tecnol Medical Products, 99
 Tele Danmark (TDC), 603
 Tellus Institute, 928

Tennant Company, 632, 638, 639, 642, 644
 Tenneco Automotive Inc., 355
 Texas Eastman, 703
 Texas Instruments (TI), 345, 790
 Texas Nameplate Company, Inc., 622
 Texas Petrochemicals Corporation, 702
 Thomson Corporation, 559
 Throwplace.com, 703
 Tickets.com, 758
 Toyota, 11, 461, 501, 622, 942
 Toys "R" Us, 510, 942
 Tricon Global Restaurants, 434
 Tropicana, 434
 Twentieth Century Fox, 458
 Tyco, 447, 448

U

U.S. Postal Service (USPS), 8, 444, 825
 Union Carbide Corporation, 447
 United Way, 338
 UPM-Kymmene, 701
 U.S. Air Force, 344
 US Airways, 552

V

Verizon, 559
 VISA, 367
 Volkswagen, 277, 698

W

Wal-Mart, 435, 446, 448, 510, 829, 830, 833, 844, 937
 Walt Disney Company, 737, 756
 Walt Disney World, 182
 Westinghouse Electric, 510, 626, 630
 World Business Council for Sustainable Development (WBCSD), 721

X

Xerox, 447, 510, 568, 593
 Xerox Europe, 701