Chapter 1


3. Ibid.


Chapter 2


Chapter 3


Chapter 7


6. Based on information from http://www.numitea.com (accessed May 26, 2010), and information provided through interviews with Numi personnel and in the video "Turbulent Times: Numi's New Manager.


Chapter 8


3. Ibid.


Notes

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Chapter 9


10. Ibid., 465.

11. http://www.whirlpool.com (accessed May 26, 2010); information provided through interviews with Whirlpool personnel and in the video "Meeting the Challenge of Diversity: Whirlpool."

12. http://www.champlin.com (accessed May 26, 2010); information provided through interviews with Whirlpool personnel and in the video "Meeting the Challenge of Diversity: Whirlpool."


Chapter 10


7. Milton Moskowitz, Robert Levering, and Christopher Tkacyk.


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Chapter 13


Chapter 12


Chapter 1


Chapter 16


3. Ibid.


9. Ibid.

10. Ibid.


12. Ibid.


Chapter 17


Chapter 18


10. Ibid.

11. Ibid.


Chapter 19


2. The 3M Corporation Web site at http://www.3m.com (accessed May 2, 2010).


Chapter 20


3. Ibid.


