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This book is solid as a guide for people working in maintenance who knows some details but doesn’t really understand the overview of the process and logic structure. Good book to provide to managers who need to understand what you’re trying to do without getting into details.

This book was chock full of details, but a tough read for me (novice). I probably need to re-skim after I have digested the info. It is probably more suited for more experienced individuals. Ed S. [...]

Concise and well guided book. I would recommend to include a CD along with it to help readers and users to built some useful forms and matrix mentioned in this book.

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