

A low-angle, upward-looking photograph of several tall skyscrapers against a clear blue sky. The perspective creates a sense of height and scale, with the buildings converging towards the top of the frame. The image is split horizontally, with the top half showing the upper portions of the buildings and the bottom half showing the lower portions, creating a continuous visual field.

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A Systems Approach

JOHN C. SHAW

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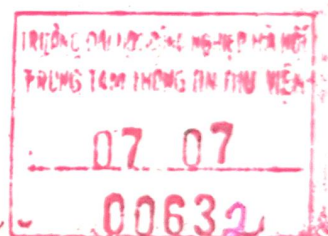
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A Systems Approach

JOHN C. SHAW



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To Donald A. Curtis 1933–2002

My partner, mentor, and friend.

You taught us all that

“One doesn’t solve problems, one trades them.”

Thank you, Don

To Donald A. Curtis 1933–2002

My partner, mentor, and friend.

You taught us all that

“One doesn’t solve problems, one trades them.”

Thank you, Don

Other Books
by John C. Shaw

Managing Computer Systems Projects
(with William Atkins), McGraw-Hill, 1970.

Managing the EDP Function (with Arnold E. Ditri
and William Atkins), McGraw-Hill, 1971.

The Quality-Productivity Connection in
Service-Sector Management, Van Nostrand Reinhold, 1978.

The Service Focus—Developing Winning Game
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