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TQM Text with Cases 'TQM: Text with Cases' is clearly written in a logical manner and points are supported by real life case studies. Professor Oakland demonstrates how a Total Quality Management strategy can be applied in all business activities to achieve world-class performance.

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As with previous editions, the book is written in a logical and very practical style, supported by eleven real life case studies, reflecting the latest developments from leading exponents

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The notion of "Quality" in business performance has exploded since the publication of the first edition of this classic text in 1989. Today there is a plethora of performance improvement frameworks including Baldrige, EFQM, Lean, Six Sigma and ISO 9001, offering a potentially confusing variety

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of ways to achieve business excellence. Quality guru John Oakland's famous TQM model, in many ways a precursor to these frameworks, has evolved to become the ultimate holistic overview of performance improvement strategy. Incorporating the frameworks that

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Acclaimed and used in over 200 colleges and universities around the country, Total Quality Management: Text, Cases and Readings has been completely revised and expanded to meet the growing demands and awareness for quality products and

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Ten new cases Chapter examples of TQM at 12 Baldrige winning organizations
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Based on sound principles, this practical book is an excellent text for organizational development programs aimed at practitioners responsible for developing and implementing TQM programs in their own service or manufacturing organizations.

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Providing accessible coverage of the basics and practical aspects of total quality management, this book is intended for students of management and engineering. The text adopts a realistic approach to the teaching of the subject with the principal focus on the philosophy of total quality

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management and its role in today's world of fierce business competition. Discusses the mechanism of quality control, quality assurance and different types of quality control tools and their usage. Features the Japanese management philosophy, quality awards and standards. Presents the

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differences between total quality management and business process re-engineering and approaches to integrate them. Describes the various aspects of benchmarking, capability maturity model and customer relationship management.

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major changes including new material on process modelling and management, quality management systems, people development, performance measurement, the Business Excellence Model, self-assessment, benchmarking, and the implementation of TQM. Case studies

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reflecting the latest developments in the area from leading exponents of TQM and Business Excellence have been included. These focus on organizations which have fully integrated the TQ approach into their business operations and delivered real benefits.

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Total Quality Management: Key Concepts and Case Studies provides the full range of management principles and practices that govern the quality function. The book covers the fundamentals and background needed, as well as industry case

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studies and comprehensive topic coverage, making it an invaluable reference to both the novice and the more experienced individual. Aspects of quality control that are widely utilized in practice are combined with those that are commonly referred to on University courses, and the latest

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perspective for Six Sigma, and discuss practical applications of the concepts of service excellence within healthcare organizations. The book also expands its analysis of management of process quality, customer focus and satisfaction, organizing for TQM, control charts for variables, and quality

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a Total Quality Management strategy can be applied in all business activities to achieve world-class performance. This third edition features several major changes including new material on process modelling and management, quality management systems, people development,

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performance measurement, the Business Excellence Model, self-assessment, benchmarking, and the implementation of TQM. Case studies reflecting the latest developments in the area from leading exponents of TQM and Business Excellence have been included. These focus on

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