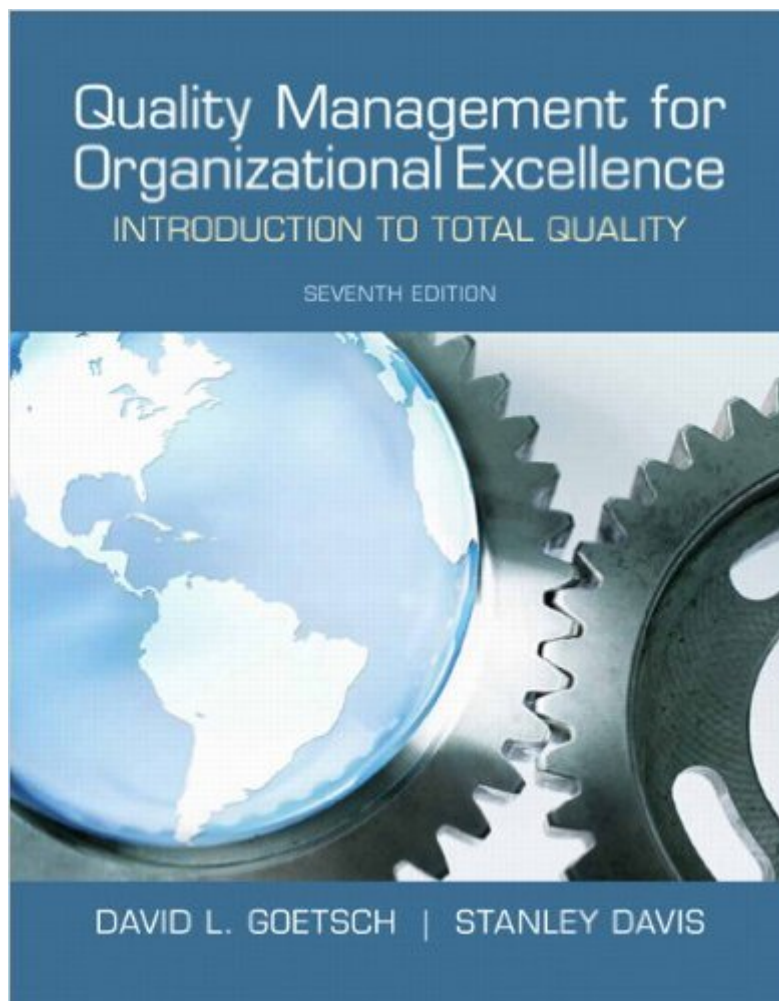


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# Quality Management For Organizational Excellence: Introduction To Total Quality (7th Edition)



## Synopsis

This practical, student-focused text shows how to focus all of an organization's resources on continuous and simultaneous improvement of quality and productivity thereby continually improving both performance and competitiveness. **QUALITY MANAGEMENT FOR ORGANIZATIONAL EXCELLENCE: INTRODUCTION TO TOTAL QUALITY**, 7/e coherently addresses all elements of quality management, including Lean, Six Sigma, Lean Six Sigma, and many topics that competitive books overlook (e.g., peak performance, partnering, manufacturing networks, culture, and crucial aspects of quality). Direct and straightforward, it links the big picture theories and principles to detailed real-world strategies and techniques. Throughout, critical thinking activities, discussion assignments, and research links promote deeper thinking and further exploration. This edition adds all-new cases, plus new information on topics ranging from supervision to certification, QFD and SPC to benchmarking and JIT.

## Book Information

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## Customer Reviews

I have been involved in quality for more than 20 years and have a mass library of technical manuals, quality books and references at my disposal which are sometimes problematic as references to persons beginning the journey of quality. This book is a complete bridge to fill the gap from basic concepts of quality to being an effective manager for quality. I now keep this book close to me for continue quick reference and repeated reads. It is worth its weight in GOLD! Many Thanks JK Swaim

I received the book when promised just in time for school, I like the book even though there are few pages that have been affected by water damage. I would recommend this book for any one who needs to take a Quality Management course.

I wish I had gotten the electronic version. It is a big awkward book, and reading it on my Kindle would have been much more convenient. Sometimes textbooks have tables or something that need to be referred to often. This one did not.

The book consist of good elaborations of quality concept including the reasoning, and provided as well the calculation to manage the quality processes. Suggestion: provide also the lecturer notes, the correct answer for the exercises.

I checked many websites for this book but found it here cheaper than anywhere else. From my searches, it looks like a easy re-sell as well.

This text is surprisingly good. A great desk reference for any Quality management professional. Covers history of TQM, basis of tools of the trade, clearly laid out.

I have a course named quality management. This book is the textbook. It's easy to read and understand. It will be better if more cases can be added.

i only needed for a class, this type of stuff comes easy for me so it was mainly common sense and i didn't need to use it that much.

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