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the enlarged and revised second edition of total quality management blends the fundamental principles and historical foundation of total quality with practical applications and examples the coverage of high performance practices and developments in the quality management arena enables students to develop a basic appreciation of quality management concepts while retaining their focus on the goal of continuous improvement

this text provides a simple model for total quality management and comprehensive coverage of the concepts students need to understand it is supported throughout with real life case studies

quality issues are occupying an increasingly prominent position in today s global business market with firms seeking to compete on an international level on both price and quality consumers are demanding higher quality standards from manufacturers and service providers while virtually all industrialized nations have instituted quality programs to help indigenous corporations a proliferation in nation wide and regional quality awards such as the baldridge award and certification to iso 9000 series are making corporations world wide quality conscious and eager to implement programs of continuous improvement to achieve competitiveness quality practice is a necessity and this book

offers an exposition of how quality can be attained the handbook of total quality management explores in separate chapters new topics such as re engineering concurrent engineering iso standards qfd the internet the environment advanced manufacturing technology and benchmarking discusses the views of leading quality practitioners such as dernen juran ishikawa crosby and taguchi throughout the book considers important strategies for quality improvement including initiation and performance evaluation through auditing re engineering and process and design innovations with contributions from 47 authors in 13 different countries the handbook of total quality management is invaluable as a reference guide for anyone involved with quality management and deployment including consultants practitioners and engineers in the professional sector and students and lecturers of information systems management and industrial engineering

the hunt for quality has become the one and only one strategic force leading to organisational success and growth in both national and international markets in the new age of globalisation the organisations which will succeed are those that can uphold a dedication to total quality in each and every organisational function in this perspective managing people effectively and decorously has become more indispensable than before people are the major basis of any organised endeavour no matter how sophisticated the quality strategy of the organisation is it won't pass with flying colours unless people are earnestly involved and committed to it people are inexorably the key to achieve quality the purpose of the present book is to assist the academics researchers and in particular practitioners to comprehend and manage people in their endeavour to achieve quality the book is based upon the research work of the authors on human dimension of total quality management conducted at rashtriya ispat nigam limited vishakhapatnam steel plant which is a quintessence of successful implementation of tqm programme in the indian organisations it is a minutiae of the strategic concepts tools and techniques of tqm and contemplates the core issue of tqm and human resource interface the thrust of the book is to look at how tqm is practised in indian organisations with an accentuated emphasis on the role of hr professionals and various human factors diverse challenges brazen out by hr professionals in the course of tqm implementation etc the presentation made in this book on its face may appear to be limited as it is based upon the findings of a study carried out in a single organisation nevertheless it is a premeditated attempt to make a detailed inquiry into the issue

the book covers tqm as a management strategy aimed at embedding awareness of quality in all organizational processes it focuses on quality management as a process of identifying and administering the activities needed to achieve the quality objectives of an organization the book is biased on new syllabus at anna university and will thus broadly meet the requirements of management and engineering students across a wide cross section of indian academia

seminar papers with reference to member countries of the south asian association for regional cooperation saarc

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 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 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

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contributed articles

commitment and policy organization for quality design for quality capability for quality

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