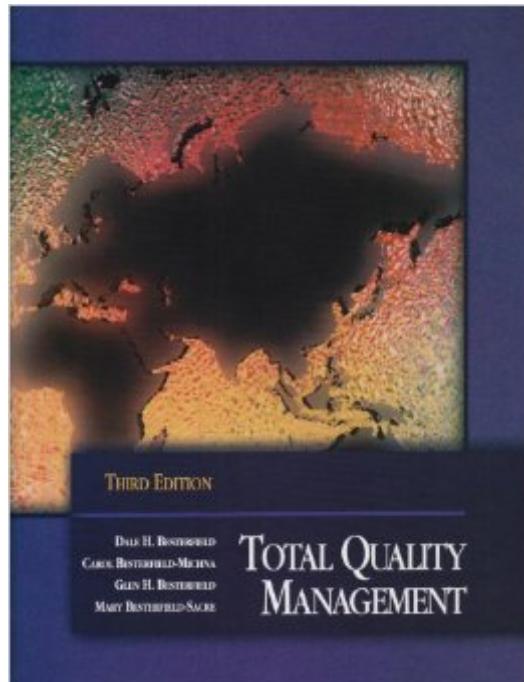


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# Total Quality Management (3rd Edition)



## **Synopsis**

Presenting sufficient theory to ensure a sound understanding of basic concepts, this progressive book provides a fundamental, yet comprehensive exploration of total quality management (TQM) in an all-encompassing, single-volume review that covers not only the principles and practices, but also the tools and techniques. The volume covers principles and practices of quality management, and outlines tools and techniques such as benchmarking, information technology, quality management systems, environmental management systems, quality function deployment, quality by design, products liability, process control and Taguchi's quality engineering. For quality management professionals and trainers.

## **Book Information**

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## **Customer Reviews**

I liked this book because it was really easy to read and understand. Although the subject TQM could be very technical, the writing was simple, which made it easy to follow.

Excellent

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