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Total Quality Management by Kiran, D. R.
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Recommended Reading for Quality Management. Some of the books that we recommended adding to your office bookshelf include the following: 1. The Quality Toolbox, Second Edition, by Nancy R. Tague. Rather than being a typical cover to cover reading book, this book serves more as a collection of tools used in the industry.

8 Books on Quality Management That Are Well Worth Reading

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Total Quality Management (TQM) is defined as , “ A Management approach to an organization centered on quality , based on the participation of all its members and aiming at long - term

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Abstract. The Success of the Japanese economy has invited the Western world to study the Japanese Management. Within a short period of time, it was concluded that the secret of the Japanese Management is Quality.As a result, Quality Control Circles, Just-In-Time Manufacturing System and Total Quality Management were transplanted to the Western factories and companies.

This book presents a comprehensive view of concepts, principles and practices of Total

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Quality Management (TQM) from basics through advanced tools and techniques for practical implementation. It is well known that 'Total Organization Involvement' in understanding and implementing TQM, along with the integrated business strategy, provided Japanese organizations with a strong platform for a meteoric rise to world-class performance and global leadership in every sphere of their operation. The success of TQM therefore depends a lot on the strong foundation and infrastructure of an organization. This is the crux of the author's theory of 'Holistic Management System for World-class Performance and Leadership' expounded in this book. It is a TQM-based model that helps create a world-class management system for performance excellence and global leadership. The concluding part of the book cites several examples of practical implementation of TQM principles and practices in various manufacturing and service sectors of the Indian industry, providing elaboration and analysis of each case study. The book is aimed at undergraduate and postgraduate students of management as well as students of most engineering disciplines. It can also be used by the industries as a valuable guide to continuous improvement and implementation of a world-class management system in line with the TQM principles and practices. In a nutshell, the book provides wide coverage of areas related to TQM and integrates all its

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processes, tools and techniques under one management system to help businesses grow and excel. This is indeed the unique feature of the book.

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 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 developments in quality concepts are also presented. This book is an ideal quick reference for any manager, designer, engineer, or researcher interested in quality. Features two chapters on the latest ISO standards Includes an introduction to statistics to help the reader fully grasp content on statistical quality control Contains case studies that explore many TQM themes in real life situations

Organisations are now focused on total customer satisfaction. However there is a lack of understanding the requirements and the customer needs. Total Quality Management (TQM) integrates all phases and ensures a defect free quality product. This textbook

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provides the understanding of all aspects of TQM and the implementation. This textbook covers all aspects of TQM, discusses quality systems in detail, highlights the importance of the needs of the customer, and presents the concept of Total Productive Maintenance (TPM). Written as a textbook for students of engineering and management, but also explains all quality systems which will be helpful to all organisations in choosing the correct quality system and helpful to managers in decision making while analyzing any process. A solutions manual and power point presentations slides are available for qualified adoptions.

The book presents a simple and dynamic overview of Total Quality Management techniques for continuous improvement in business processes, With its focus on the customer as the key driving force, the book brings out the essence of harmonizing management expertise and customer expectations through a workable TQM plan. The book has been authored by a UNIDO Expert and Adviser on Quality Technology and Management and is a result of nearly three decades of his work in the area and his interaction with leading international experts including Dr W E Deming, Dr Joseph M Juran and Dr Genichi Taguchi.

"This textbook provides the understanding of all aspects of TQM and the implementation.

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This textbook covers all aspects of TQM, discusses quality systems in detail, highlights the importance of the needs of the customer, and presents the concept of Total Productive Maintenance (TPM) "--

In this era of global competition, the demands of customers are growing, and the quest for quality has never been more urgent. Quality has evolved from a concept into a strategy for long-term viability. The third edition of Principles of Total Quality explains this strategy for both the service and manufacturing sectors. This edition addresses the theme of reliability against the backdrop of increasing litigation in the area of product performance. New chapters also introduce and provide a historical 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 function deployment.

This study investigates the relation of total quality management (TQM) and just-in-time purchasing (JITP) with respect to firms'

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performance, based on theories from operations management, organization theory, strategic management and marketing. U.S. companies have implemented TQM and JITP techniques to improve their global competitive position. The lack of empirical research on how these techniques effect firms performance makes it necessary to explain their strategic values as management innovations. In this study, a cross-sectional mail survey was used with the target population of firms in the continental United States that have implemented either technique, or both. The results indicate that the extent of TQM and JITP implementation positively correlates with a firm's performance. Furthermore, the relation between JITP and financial and market performance is more significant in those industries that face high as opposed to low foreign competition. In this study, the validity of findings was assessed in four parts: statistical conclusion, internal, construct, and external validity. Each validity type is defined and its threats are discussed. Based on the findings, a revised research model is offered. The author also notes likely avenues of future research for theorists and practitioners.

This book aims to provide the information required for any course in total quality management. It covers both service and manufacturing sectors, and parallels the

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development of general management theory with total quality management theory

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