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the knowledge and  
skills they need to  
achieve  
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## Quality

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

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Quality

crucial “people” aspects of quality). Direct and straightforward, it links “big picture” theories and principles to detailed real-world strategies and techniques.

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Description. For all courses in quality management, quality engineering, quality technology, and continuous process improvement, in universities, colleges, community colleges, and corporate environments. This practical, student-focused text shows how to focus all of an

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Management's  
resources on  
continuous and  
simultaneous  
improvement of  
quality and  
productivity – thereby  
continually improving  
both performance and  
competitiveness.

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Quality Management  
for Organizational

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Excellence ...

However, an approach to doing business known as quality management has caught on and is now widely practiced as a way to achieve organizational excellence.

Organizational excellence is a combination of peak performance, superior

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Quality

quality, and continual improvement.

Organizational

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QUALITY  
MANAGEMENT FOR  
ORGANIZATIONAL  
EXCELLENCE

Current and future  
quality managers and  
decision makers gain  
the knowledge and  
skills they need to  
achieve

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Management  
excellence.

Organizational

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quality? 4 quality,  
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quality approach

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of total quality 10 total  
quality pioneers 12  
keys to total quality  
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of quality  
management in the  
21st century 21  
summary 22 key  
terms and concepts  
23

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SIXTH EDITION

Quality Management  
For  
Organizational  
Excellence

When an organization  
is obsessed with  
quality, good enough  
is never good enough

Scientific Approach

While it is true that  
people skills,  
involvement, and  
empowerment are  
important in a total

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## Quality

quality setting, they represent only a part of the equation. Another important part of the equation is the use of the scientific approach in structuring work and in decision making and problem solving that relates to the work. Long-Term Commitment. Organizations that

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Implementation

management

innovations after ...

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APPROACH TO

QUALITY

MANAGEMENT

ACHIEVING

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ORGANIZATIONAL  
EXCELLENCE 1.

Define the term quality. Quality is a dynamic state associated with products, services, people, processes, and environments that meets or exceeds expectations.

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QUALITY

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Quality

MANAGEMENT

Excellence is a measure of consistently superior performance that surpasses requirements and expectations without demonstrating significant flaws or waste. Organizational excellence continues the progress established by a

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foundation such as total quality management, in which all levels of the organization participate in continual improvement.

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What is  
Organizational  
Excellence?  
Organizational ...

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The Certified  
Manager of  
Quality/Organizational  
Excellence is a  
professional who  
leads and champions  
process-improvement  
initiatives -  
everywhere from  
small businesses to  
multinational  
corporations - that  
can have regional or  
global focus in a

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Management of service and industrial settings.

Organizational

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Manager of Quality &

Organizational

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Description 1. The

Total Quality

Approach to Quality

Management:

Achieving

Organizational

Excellence 3 2.

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Management:  
Planning and  
Execution for  
Competitive  
Advantage 36 4.  
Quality Management,  
Ethics, and Corporate  
Social Responsibility  
53 5. ...

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Management for  
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For a quality  
excellence plan to be  
successful, an in-  
depth study of the  
organisation's past is  
a must. The team  
must spend time  
analysing and  
discussing what  
methods have been  
used before, how...

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Introduction to Total  
Quality. This book

features a

straightforward,

practical look at

applying the theories

and principles of total

quality in the real

world.

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Quality, Value, and  
Organizational  
Excellence It is  
important for quality  
professionals to  
understand how  
quality fits into the  
bigger picture of  
providing superior

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Quality

value to customers.

Organizations survive and thrive in a globally competitive marketplace by providing superior value to customers.

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decision makers gain the knowledge and skills they need to achieve organizational excellence.

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