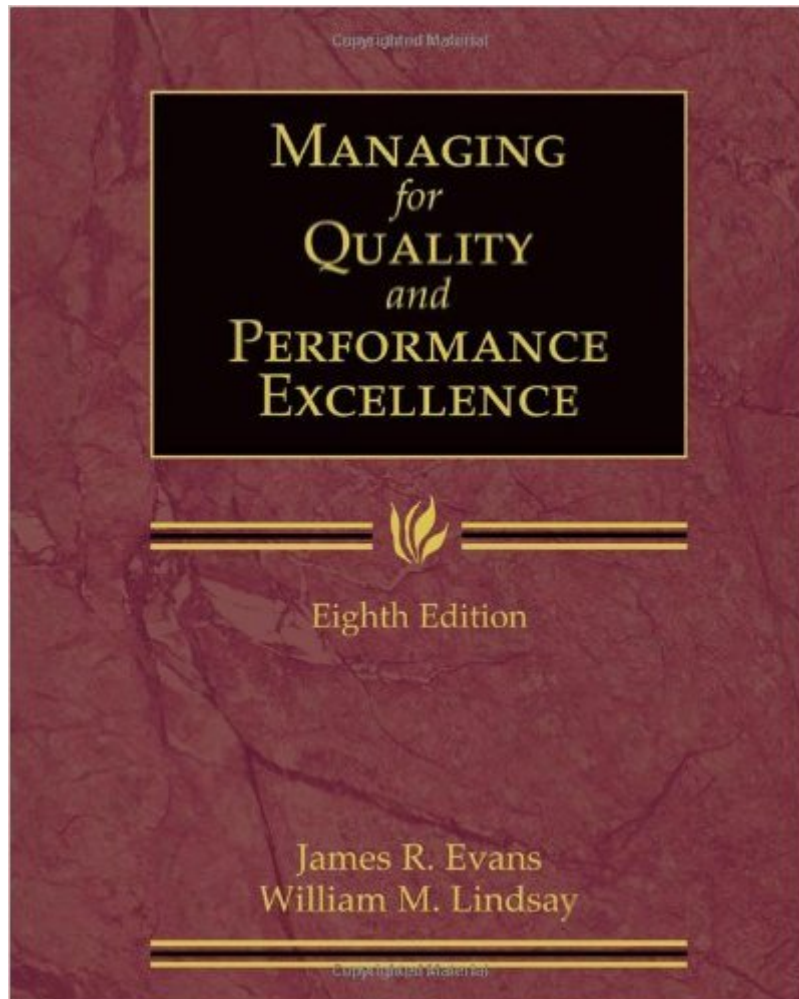


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# Managing For Quality And Performance Excellence (with Student Web)



## Synopsis

Prepare for success in quality management today with this leading text that focuses on the fundamental principles of total quality and emphasizes high-performance management practices, such as those reflected in the Baldrige Criteria. These authors are experienced leaders in the fields of performance management and quality. Look no further for the definitive resource for coverage of ISO 9000 certification, Six Sigma, and the U.S. Malcolm Baldrige National Quality Award standards. A wealth of current examples from leading organizations throughout the world reflects quality as they emphasize the practical aspects of the book's managerial focus and pertinent technical topics. You can efficiently prepare to become an ASQ Certified Quality Manager, as this edition covers most of the Body of Knowledge required for ASQ certification. It's everything you need, now and throughout your career, to ensure quality management success.

## Book Information

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## Customer Reviews

This is a great book if you are just getting into the world of Project Management. This book is indeed a must and I highly recommend it. It will make your life much easier and will also make your PM class an enjoyable experience while also helping you in the future with any other PM related needs.

If you're reading all my reviews on textbooks, I know I sound like a broken record. OK, ok, I'm a "book person." And here's another good one! All the chapters were interesting and it was nice to see things I've learned -- as a member of the American Society for Quality -- corroborated in a

book. I especially appreciated the "margin notes" and grey text boxes throughout the pages emphasizing major points and pointing us to other study areas. The homework questions at the ends of the chapters took a lot of time because they really made you think. Great text.

This book is great for memorizing theory on strategies to implement quality. It's okay because it goes over the material, but lacks in current examples. It still talks about these awesome companies of the 80's and 90's. I appreciate something more current. I hope to see a version of this revised to simplified theory and leave out a lot of the redundancy.

Comprehensive book on the subject of Quality and Performance Management. Needed as a textbook. service was impeccable. This is a book I will keep for future reference, after the course is over.

I purchased several text books that were all supposed to be NEW. What I received were two books that were surely USED. The cover was worn with significant rubbing with a rather deep scratch as if it had significant travels and there were ripped out pages in the front. Another book had pages that were folded over. Customer service is supposed to get me a new book in both cases by tomorrow which is very responsive. Looking at the other "new books", I don't see writing but the covers seem a bit scratched and unlike new. In my gut I feel that it is highly unlikely that this happened by accident but wonder about good condition used books getting passed off as new. Before I ordered, the listing said - 1 left. After the order it still said that. It will be interesting to see what it says tomorrow after they send me a replacement. I really hate this sort of thing but is the only company that allows both good and bad reviews and truly allows exposure of bad products and pending recall issues (such as tainted dog treats). I do greatly appreciate that aspect of their company and so I will give this another try and also try to support a company which appears to have such ethical practices. At the same time, I wonder if the "textbook" department within doesn't need an inspection to see how they are operating.

Despite working in the Quality industry for almost 20 years, I cannot believe how much I am learning from this book. It can be verbose at times, but overall, the content is relatively easy to grasp. (Having a very experienced professor has certainly helped.) I have no doubt that I will be utilizing this text as a reference often in the future. My only recommendation is that if one wishes to purchase this as a used text, be certain that the website access code is included. I did not know to do this,

and have not been able to access study tips, etc. that other classmates have been able to use.

This is a graduate level book. Those who have been, or going through an MBA program, will find the style, level of detail, case presentations, and thought provocation, equal to the best of similar texts in finance, marketing, organizational behavior, or operations research. The comprehensive nature of this book makes it highly probable that anyone reading it will get a strong understanding of what it takes to run a successful company. I was going to say a 'quality' focused company, but what you come to realize is that fabric of quality is woven throughout a company in a systems view, and it's difficult to find a successful company that doesn't have a quality focus as part of its DNA. If you are not up to speed on the history of quality, current quality trends, and the best practices of top companies, then this would be a good book. However, don't expect to skim through it. Like the Baldrige criteria, the book is not prescriptive, but it does lay out the structure needed to put an organization on a path to continuous improvement, in all endeavors. If you ever think that you'll be in charge of an organization (manufacturing, service, gov't. etc.), or maybe just a department that needs to improve, then do your team a favor and read this book.

This book has some really real life industry examples of companies practicing TQM and this helps make you understand the material and how TQ principles and technique are applied across many companies.

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