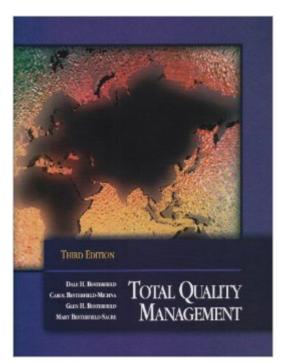
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# Total Quality Management (3rd Edition)





## 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**

Hardcover: 640 pages Publisher: Prentice Hall; 3 edition (October 28, 2002) Language: English ISBN-10: 0130993069 ISBN-13: 978-0130993069 Product Dimensions: 6.8 x 1.7 x 9.4 inches Shipping Weight: 2.6 pounds Average Customer Review: 4.8 out of 5 stars Â See all reviews (4 customer reviews) Best Sellers Rank: #399,607 in Books (See Top 100 in Books) #88 in Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Quality Control #184 in Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management #308 in Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control

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Excellent

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