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Annexes

1. Introduction (pages: 10-15)

This section introduces the context of higher education management, the role of stakeholders, and the significance of their satisfaction. It also outlines the monograph’s objectives and structure

2. Understanding Stakeholder Satisfaction in Higher Education (pages: 25-30)

This chapter defines stakeholders in higher education (e.g., students, faculty, staff, administrators, accreditors), explores their expectations and needs, and discusses methods for measuring satisfaction.

3. Foundations of Quality Management (pages: 40-60)

This chapter covers the theoretical underpinnings of quality management, with four subsections: the concept of quality, the category of excellence, the quality assurance approach, and quality culture.

4. Quality Management Concepts and Methodologies for Higher Education (pages: 40-60)

This section examines specific quality management approaches, including Total Quality Management (TQM), Lean Management, Six Sigma, and Lean Six Sigma, and normative management systems. With four subsections, each allocated 10-15 pages, totaling 40-60 pages.

5. Applying Quality Management to Enhance Stakeholder Satisfaction (pages: 30-40)

This chapter bridges theory and practice by demonstrating how quality management can address stakeholder needs in higher education. It covers integration strategies, challenges, and best practices, potentially including examples or case studies

6. Conclusion (pages: 10-15)

The conclusion summarizes key findings, discusses implications for higher education management, and offers future research or practice recommendations.

Total Estimated Pages - 165-220