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**Table of contents for Quality management for ...**

MANAGEMENT ACHIEVING 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. 2. What is total quality? Total quality is an approach to doing business that attempts to maximize the competitiveness

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Fred smith: performance to the standard expected by the customer Boeing:providing our customer with product and service that consistently meet thier needs and expectations Quality Robbins et al., Fundamentals of Management, 4th Canadian Edition

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**Quality Management for Organizational Excellence ...**

The target audience of Goetsch & Davis (2010) Quality Management for Organizational Excellence is undergraduate students; however, I view it as an excellent capstone book giving MBA students a review of quality management concepts and tools. The authors provide some excellent end of chapter reviews and follow on recommendations.

**Quality Management for Organizational Excellence ...**

Quality Management for Organizational Excellence Lecture/Presentation Notes By: Dr. David L. Goetsch and Stanley Davis Based on the book Quality Management for ... - A free PowerPoint PPT presentation (displayed as a Flash slide show) on PowerShow.com - id: 3eac02-YzkyY

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QUALITY MANAGEMENT FOR ORGANIZATIONAL EXCELLENCE: 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 crucial people aspects of quality).

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