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A comprehensive, practical look at how to

become an effective quality manager and

decision maker focused on improving the

quality of people, processes, products, and

the work environment on a continual basis

Current and future quality managers and

decision makers gain the knowledge and skills

they need to achieve organizational

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

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Quality Management for Organizational Excellence ...

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 organization’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 Excellence ...

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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 quality, and continual improvement.

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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 organizational excellence.

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## SIXTH EDITION Quality Management for Organizational Excellence

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

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Quality management for organizational excellence ...

THE TOTAL QUALITY APPROACH TO QUALITY 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.

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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 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 ...

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 variety of service and industrial settings.

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Description 1. The Total Quality Approach to Quality Management: Achieving Organizational Excellence 3 2. Quality and Global Competitiveness 21 3. Strategic Management: Planning and Execution for Competitive Advantage 36 4. Quality Management, Ethics, and Corporate Social Responsibility 53 5. ...

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Quality Management for Organizational Excellence ...

Quality, Value, and Organizational Excellence  
It is important for quality professionals to understand how quality fits into the bigger picture of providing superior value to customers. Organizations survive and thrive in a globally competitive marketplace by providing superior value to customers.

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