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Total Quality Management: Text and Cases

By S.K. Sarangi

Asian Books Pvt. Ltd, 2011. Softcover. Book Condition: New. The book (TQM) is a long term system initiated by the top management to bring cultural changes in the organization by integrating process, employees and systems in a manner that results in customer satisfaction. Thus, TQM as articulated by Deming, Juran and Ishikawa is a set of powerful intervention wrapped in a single highly attractive package. When implemented well, TQM can help an organization improve itself and in the process better serve its own community and its members. If TQM has to prosper, researcher will have to do a better job of illuminating the mechanism through which TQM practices realise their prospects. The book titles under 'Total Quality Management - Text and Cases' is the result of the academic pursuits of the Author practising and teaching Operations Management for sufficient long years. Many Indian Universities prescribe 'Total Quality Management' as a core paper under operations management at the UG and PG levels of Management curriculum; and in this respect the first five chapters cover the complete syllabi together with the last chapter dealing with various case studies. Table of Contents Contents: Preface Introduction to Quality Management Principle of Philosophies of Quality...



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