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Total Quality Handbook

Total Quality Handbook

David L. Goetsch
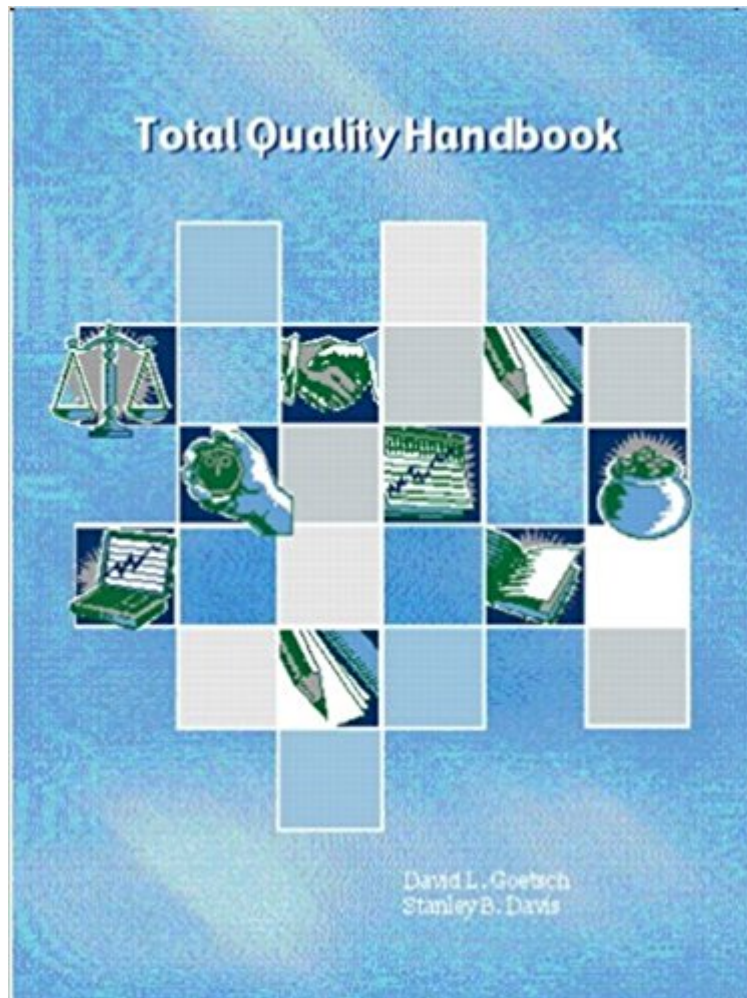Stanley B. Davis

Synopsis

An ideal hands-on, authoritative, how-to guide for the manager, supervisor, engineer, or other individual who is, or wants to be, involved with total quality management for continual improvement of their organizations, products and services in the private or public sector. It covers the full scope and range of the subject--from its origin and history through practical day-to-day application of its philosophy and tools. Features easily followed step-by-step plans for even the most complex methodologies.   Total Quality and Quality Management. Strategic Planning. Quality Culture. Customer Satisfaction. Empowerment. Leadership and Change. Team Building. Training. Quality Tools. Problem Solving and Decision Making. Statistical Process Control (SPC). Continuous Improvement. Benchmarking. Just-in-Time (JIT).   For Presidents and CEOs; General Managers; Vice President/Director/Managers of Operations, Engineering, Manufacturing (or Production); Quality Assurance; Marketing and Business Development; Information Technology or Management Information Systems; Managers; Supervisors; Engineers.

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This book was required, but I enjoyed reading it. There were some good insights for thebusiness world.I would recommend it.

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