



Handbook of Total Quality Management

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Quality issues are occupying an increasingly prominent position in today's global business market, with firms seeking to compete on an international level on both price and quality. Consumers are demanding higher quality standards from manufacturers and service providers, while virtually all industrialized nations have instituted quality programs to help indigenous corporations. A proliferation in nation-wide and regional quality awards such as the Baldrige award and certification to ISO 9000 series are making corporations world-wide quality-conscious and eager to implement programs of continuous improvement. To achieve competitiveness, quality practice is a necessity and this book offers an exposition of how quality can be attained.

The *Handbook of Total Quality Management*:

- Explores in separate chapters new topics such as re-engineering, concurrent engineering, ISO standards, QFD, the Internet, the environment, advanced manufacturing technology and benchmarking
- Discusses the views of leading quality practitioners such as Deming, Juran, Ishikawa, Crosby and Taguchi throughout the book
- Considers important strategies for quality improvement, including initiation and performance evaluation through auditing, re-engineering, and process and design innovations.

With contributions from 47 authors in 13 different countries, the *Handbook of Total Quality Management* is invaluable as a reference guide for anyone involved with quality management and deployment, including consultants, practitioners and engineers in the professional sector, and students and lecturers of information systems, management and industrial engineering.

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