

Quality Management: Creating and Sustaining Organizational Effectiveness, Second Edition



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Reviews

Basically no phrases to clarify. It really is written in straightforward phrases rather than hard to understand. You will not sense monotony at any moment of your own time (that's what catalogues are for concerning if you ask me).

(Doris Beier)

QUALITY MANAGEMENT: CREATING AND SUSTAINING ORGANIZATIONAL EFFECTIVENESS, SECOND EDITION



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PHI Learning, 2010. Softcover. Book Condition: New. 2nd edition. Knowledge of quality management principles is what enables leaders of effective organizations to remain flexible and adaptable in an ever changing market. This book familiarizes the reader with the cornerstones of creating and sustaining organizational effectiveness, and also with : What an organization needs to do to remain competitive in a global economy? How to know what the customers want? How to improve processes and integrate functions so that they provide customer satisfaction through the best use of the resources available? How to create an internal environment that enables everyone to perform to the best of their ability? How to know whether we are doing the right things right? **NEW TO THIS EDITION** : Separate chapter on Supply chain management, Lean principles and Benchmarking. A special feature ?How do we know its working?? in each chapter that provides insight into one real organization?s pursuit of excellence. **CONTENTS**: 1. Organizational Effectiveness 2. Organizational Philosophy 3. Quality Systems 4. Creating a Customer Focus 5. Organizational Leadership 6. Strategic Planning 7. Human Resource Development and Management 8. Managing the Supply Chain 9. Measures of Organizational Success 10. Benchmarking 11. Process Management 12. Lean Tools and Techniques 13. Problem-Solving Tools and Techniques 14. Project Management 15. Business Results Appendix 1 Z Tables Appendix 2 X and R Chart Factors Appendix 3 Malcolm Baldrige National Quality Award Organizational Effectiveness Evaluation Appendix 4 Websites for Quality Appendix 5 Attribute Charts Glossary Answers to Selected Problems Bibliography Index Printed Pages: 0.

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