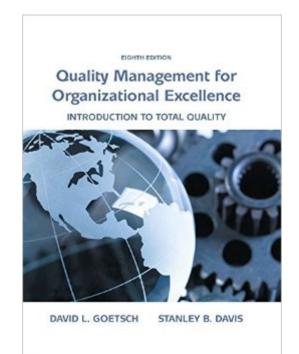
## The book was found

# Quality Management For Organizational Excellence: Introduction To Total Quality (8th Edition)





#### Synopsis

For courses in quality management, quality engineering, quality technology, and continuous process improvement in universities, colleges, community colleges, and corporate environments Å 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 excellence. With a focus on continually developing the quality of people, processes, products, and the work environment, it covers all pertinent guality-related topics, including: an overview of guality, guality and global competitiveness, strategic alliances, establishing a culture of guality, customer satisfaction and guality, employee empowerment, leadership and change management, team building and teamwork, education and training for quality, overcoming internal politics and conflict, quality tools, problem solving and decision making, guality function deployment, statistical process control, continual improvement methods, such as six sigma, lean, and lean six sigma), benchmarking, just-in-time/lean manufacturing, and implementing quality. The new edition features an improved artwork package; updated critical-thinking activities; and new material on managing quality in the supply chain, change to ISO 9000-2015, Lean, and Lean Six Sigma, QFD, SPC.

### **Book Information**

Hardcover: 448 pages Publisher: Pearson; 8 edition (May 31, 2015) Language: English ISBN-10: 0133791858 ISBN-13: 978-0133791853 Product Dimensions: 8.6 x 0.8 x 10.9 inches Shipping Weight: 2.4 pounds (View shipping rates and policies) Average Customer Review: 4.0 out of 5 stars Â See all reviews (3 customer reviews) Best Sellers Rank: #204,774 in Books (See Top 100 in Books) #147 in Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #2278 in Books > Business & Money > Management & Leadership > Leadership #4440 in Books > Textbooks > Business & Finance

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Language is not clear, a lot of repetitions, by far not the best textbook that I had..

Good text for the FIU class.

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