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ISBN	1-292-03553-6
Edizione	[Seventh, Pearson new international edition.]
Descrizione fisica	1 online resource (472 pages) : illustrations
Disciplina	658.562
Soggetti	Total quality management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Cover -- Contents -- 1. The Total Quality Approach to Quality Management: Achieving Organizational Excellence -- 2. Quality and Global Competitiveness -- 3. Quality Management, Ethics, and Corporate Social Responsibility -- 4. Quality Culture: Changing Hearts, Minds, and Attitudes -- 5. Strategic Management: Planning and Execution for Competitive Advantage -- 6. Partnering and Strategic Alliances -- 7. Customer Satisfaction, Retention, and Loyalty -- 8. Employee Empowerment -- 9. Leadership and Change -- 10. Team Building and Teamwork -- 11. Effective Communication -- 12. Education and Training -- 13. Overcoming Politics, Negativity, and Conflict in the Workplace -- 14. ISO 9000 and Total Quality: The Relationship -- 15. Overview of Total Quality Tools -- 16. Problem Solving and Decision Making -- 17. Quality Function Deployment -- 18. Optimizing and Controlling Processes through Statistical Process Control -- 19. Continual Improvement Methods with Six Sigma, Lean, Lean Six Sigma, and More -- 20. Benchmarking -- 21. Just-in-Time/Lean Manufacturing (JIT/Lean) -- 22. Implementing Total Quality Management -- Index.
Sommario/riassunto	For all courses in quality management, quality engineering, quality technology, and continuous process improvement, in universities, colleges, community colleges, and corporate environments. This practical, student-focused text shows how to focus all of an organization's resources on continuous and simultaneous improvement

of quality and productivity - thereby continually improving both performance and competitiveness. It coherently addresses all elements of quality management, including Lean, Six Sigma, Lean Six Sigma, and many topics that competitive books overlook (e.g., peak performance, partnering, manufacturing networks, culture, and crucial "people" aspects of quality). Direct and straightforward, it links "big picture" theories and principles to detailed real-world strategies and techniques. Throughout, critical thinking activities, discussion assignments, and research links promote deeper thinking and further exploration. This edition adds all-new cases, plus new information on topics ranging from supervision to certification, QFD and SPC to benchmarking and JIT.
