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Titolo	Action-Based Quality Management : Strategy and Tools for Continuous Improvement // edited by Marta Peris-Ortiz, José Álvarez-García
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ISBN	3-319-06453-3
Edizione	[1st ed. 2014.]
Descrizione fisica	1 online resource (197 p.)
Disciplina	658.4013
Soggetti	Leadership Production management Management Industrial management Business Strategy/Leadership Operations Management Innovation/Technology Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references at the end of each chapters and index.
Nota di contenuto	Ch 1 Quality Management and Performance in the Hospitality Sector -- Ch 2 TQM as an Action-Based Management Philosophy -- Ch 3 An Application of SERVQUAL Model in Terms of Chaves -- Ch 4 Management by Process -- Ch 5 Eco-Management and Audit Scheme -- Ch 6 The Use of Information on Quality Related Costs in Portuguese Companies -- Ch 7 Process Approach, Quality Management and Key Business Results -- Ch 8 Quality Management Systems and the use of High Involvement Human Resource Management Practice -- Ch 9 Implementing Multiple Management Systems -- Ch 10 Interdependence and Relationship of the Principles and Practices in Total Quality Management -- Ch 11 Student Perception of Quality in Higher Education Institutions -- Ch 12 A New Methodology Based on Genetic Algorithms to Increase Quality and Performance in Currency Markets.
Sommario/riassunto	Featuring case studies from the industrial and tourism sectors, this book provides an interdisciplinary perspective on the effect of total

quality management on business and innovation strategies. The principles of Total Quality Management (TQM) have been widely researched and analyzed as an essential tool for businesses to compete in a globalized economy. This book presents the latest research on the applications of TQM across different functions such as customer service, human resources management, and cost control. It demonstrates how the utilization of TQM tools, such as the SERVQUAL model, Eco-Management and Audit Scheme (EMAS), High Involvement Practices (HIWP), and the EFQM excellence model, impacts a firm's performance, enhances productivity and innovation, and reduces cost, thereby allowing them to compete more effectively in the global market. Building on the extensive literature on the relationship between TQM and business performance, the authors argue that quality acts as a powerful competitive tool that companies should embrace in their corporate strategy. By promoting activities that result in greater efficiency, improved control and management of the organization (internal quality), firms can achieve significant improvement in customer satisfaction, employee satisfaction, social impact and business results (external quality) and exceed expectations in these areas.

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