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Nota di contenuto	Cover; Contents; Preface; Chapter 1 - Quality Management: The New Managerial Wave; Chapter 2 - What Is Total Quality Management (TQM)?; Chapter 3 - TQM as a Philosophy of Management; Chapter 4 - Quality as an Organizational Goal; Chapter 5 - Collecting and Using Customer Quality Data; Chapter 6 - Understanding and Controlling Variation; Chapter 7 - Continuous Quality Improvement Through Teamwork; Chapter 8 - Top Management Commitment; Chapter 9 - Contractor Involvement; Chapter 10 - A Plan for Implementing TQM; Afterword: Quality as a Journey; References; About the Author
Sommario/riassunto	Total Quality Management (TQM) is shaping the management of the 1990s. This book presents TQM concepts with social service administrators in mind. With examples drawn from public administration, gerontology, public health and non-profit-making organizations, the book provides sound background information on TQM for practitioners.