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Autore	Antony Jiju
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Sommario/riassunto	This book considers strategic aspects of quality management and self-assessment frameworks, and provides an in-depth examination of a number of the main quality improvement tools and techniques. Incorporating a critical orientation and drawing upon original case-

studies, it also reviews the implementation of a variety of quality management programmes in a range of organisational contexts, including manufacturing, higher education, health care, policing and retailing.

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