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Nota di contenuto	1. Quality Management (QM) -- 2. Integrated Management Systems (IMS) -- 3. Extended Reality (XR) in QM -- 4. Total Quality Management (TQM) -- 5. History and Evolution in Quality Management (QM) -- 6. Quality Management as Part of the Corporate Strategy -- 7. Audits and Quality Management Systems (QMS) -- 8. Quality Excellence Models -- 9. Cost of Quality (COQ) -- 10. 5S Concept in Quality Management -- 11. Lean Production as Part of QM -- 12. Quality Management on the Supply Side -- 13. Quality Management on the Demand Side -- 14. Leadership in Quality Management -- 15. Transformation and Change Management in QM -- 16. Environmental Social Governance (ESG) and Norms as Part of Quality Management -- 17. Negotiations in QM -- 18. Problem-Solving, Process and Idea Creation Tools -- 19. Creativity Tools in QM -- 20. IT based QM -- 21. Future Outlook and Trends in QM.
Sommario/riassunto	This book provides professionals and academics with a holistic and practical approach to virtual and innovative quality management (QM) throughout the business value chain. It describes how to manage the value change from the supply side combining all functions of the value

chain and contains best practices in performance, particularly in the production, trading, service, and information industries. It explores such topics as integrated management systems (IMS), extended reality, artificial intelligence, and environmental social governance (ESG). Industry examples and case studies are used to reveal the diversity of opportunities for QM methodologies and principles. This book is an ideal guide for professionals and practitioners who wish to incorporate QM concepts to achieve a competitive advantage across all business functions.
