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Nota di contenuto	Cover; The Quality Management Sourcebook; Title Page; Copyright Page; Table of Contents; Preface and Acknowledgments; I Introduction: General Sources for Information on Quality Management; 1 Internet resources; 2 Books; 3 Articles; II Applications of TQM; III Focus on Specific Aspects of Quality Management; 1 Teams; 2 Customers; 3 Analytical and statistical tools; 4 Corporate culture; 5 Leadership; 6 Training, human resource issues, and communication; IV Quality in the Future: What Role Does ISO 9000 Play?; 1 Books on ISO 9000; 2 Articles on ISO 9000; V Resource Materials 1 Strategies for locating additional informationi Book publishers and distributors; ii Periodicals; iii Databases; iv Useful Library of Congress subject headings; 2 Training materials; i Audio-visual and interactive multimedia training resources; ii Software packages; iii Software finding aid; 3 Executive development programs; 4 Quality management consultants survey; 5 TQM associations; 6 Malcolm Baldrige National Quality Award; Glossary; Name index; Title index; Subject index
Sommario/riassunto	The concept of Quality Management began in the manufacturing sector, but a growing concern with quality in other areas of the economy has

led to its wider application in service industries, government, education, and other not-for-profit agencies. A great quantity of material related to quality management has been produced in recent years, much of it by small presses, professional and trade associations, and consultants. The Quality Management Sourcebook is the first in-depth, international guide to the most useful material and sources of information. The book begins with the origi
