

1. Record Nr.	UNINA9910782883303321
Autore	Lal H
Titolo	Organizational excellence through total quality management [[electronic resource]] : a practical approach // H. Lal
Pubbl/distr/stampa	New Delhi, : New Age International (P) Ltd., Publishers, c2008
ISBN	1-282-07421-0 9786612074219 81-224-2643-3
Descrizione fisica	1 online resource (486 p.)
Disciplina	658.4 658.4/013 658.4/02 658.402
Soggetti	Total quality management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Cover; Foreword; Preface; Contents; Chapter 1. Product Quality and its Control; Chapter 2. Creating Quality by Design; Chapter 3. Quality Control of the Purchased Product; Chapter 4. Quality Control of Manufacturing Processes; Chapter 5. Sales and Product Quality; Chapter 6. Organising Effective Quality Management; Chapter 7. Economics of Quality; Chapter 8. The Human Factor in Quality; Chapter 9. Management of Service Quality; Chapter 10. Concept and Philosophy; Chapter 11. ISO-9000 Standards; Chapter 12. The Customer-Focused Organization; Chapter 13. Leadership and Team Building Chapter 14 Lean Production SystemChapter 15. Total Productive Maintenance (TPM); Chapter 16. Customer Relationship Management (CRM); Chapter 17. Six-Sigma; Chapter 18. Corporate Social Responsibility; Chapter 19. Balance Score Card; Chapter 20. Quality Awards; Chapter 21. Implementation of TQM; Chapter 22. Frequency Distribution; Chapter 23. Normal Distribution; Chapter 24. Theory of Probability; Chapter 25. Control Charts; Chapter 26. Control Chart of Attributes; Chapter 27. Theory of Sampling Inspection; Chapter 28. Standard Sampling Tables; Chapter 29. Test of Significance

Chapter 30. Statistical Tolerancing Chapter 31. ABC Analysis; Chapter 32. Value Analysis; Chapter 33. Defect Diagnosis and Prevention; Chapter 34. Reliability Design, Evaluation and Control; Chapter 35. Maintainability; Chapter 36.5 'S' Practices; Chapter 37. Quality Circles

#### Sommario/riassunto

About the Book: Quality is key to the competitive advantage in today's business environment. In this book, the term Quality has been interpreted in its broader sense of overall performance of a organization rather than quality of products and services. The value of this book is in the rich experience of the Author in the body of knowledge of quality management, both in the national and international context. He has presented the subject in the way that it can be easily used in the practical situations, which would convince the reader of its applicability in the real world. In addition to tr