

1. Record Nr.	UNINA9910788969603321
Autore	St. Clair Guy <1940->
Titolo	Total quality management in information services / / Guy St Clair
Pubbl/distr/stampa	London, [England] : , : Bowker-Saur, , 1997 ©1997
ISBN	3-11-096398-1
Edizione	[Reprint 2012]
Descrizione fisica	1 online resource (287 p.)
Collana	Information Services Management Series
Disciplina	025.52068
Soggetti	Information services - Management 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 bibliografia	Includes bibliographical references and index.
Nota di contenuto	Frontmatter -- The author -- Introduction to the series -- Contents -- Foreword -- Introduction: 'Total quality management means quality service' -- Part 1 Quality and Information Services -- Part 2 TQM - the Critical Components for Information Services -- Part 3 Bringing quality management to information services -- Selected bibliography -- Appendix: The George Westinghouse Total Quality Achievement Award Evaluation Criteria -- Index