. Record Nr. Autore Titolo	UNINA9910791073803321 Martin Lawrence L. <1945-> Total quality management in human service organizations [[electronic resource] /] / Lawrence L. Martin
Pubbl/distr/stampa	Newbury Park, Calif., : SAGE, 1993
ISBN	1-4833-2659-4 1-4522-5436-2
Descrizione fisica	1 online resource (ix, 109 p.)
Collana	Sage human services guide ; ; 67
Disciplina	361.00685
Soggetti	Total quality management in human services - United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"Published in cooperation with the University of Michigan School of Social Work."
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; Contents; Preface; Chapter 1 - Quality Management: The New Managerial Wave; Chapter 2 - What Is Total Quality Management (TQM)?; Chapter 3 - TQM as a Philosophy of Management; Chapter 4 - Quality as an Organizational Goal; Chapter 5 - Collecting and Using Customer Quality Data; Chapter 6 - Understanding and Controlling Variation; Chapter 7 - Continuous Quality Improvement Through Teamwork; Chapter 8 - Top Management Commitment; Chapter 9 - Contractor Involvement; Chapter 10 - A Plan for Implementing TQM; Afterword: Quality as a Journey; References; About the Author
Sommario/riassunto	Total Quality Management (TQM) is shaping the management of the 1990s. This book presents TQM concepts with social service administrators in mind. With examples drawn from public administration, gerontology, public health and non-profit-making organizations, the book provides sound background information on TQM for practitioners.

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