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Sommario/riassunto	Basic quality at a size and price that are easy on your pocket!. This pocket guide is designed to be a quick, on-the-job reference for anyone interested in making their workplace more effective and efficient. It will provide a solid initial overview of what ""quality"" is and how it could impact you and your organization. Use it to compare how you and your organization are doing things, and to see whether what's described in the guide might be useful. The tools of quality described herein are universal. People across the world need to find better, more effective ways to improve the creation an