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Nota di contenuto	Cover -- CONTENTS -- EDITORIAL ADVISORY BOARD -- Guest editorial -- A benchmarking implementation framework for automotive manufacturing SMEs -- The use of multi-attribute utility theory to determine the overall best-in-class performer in a benchmarking study -- Role of human factors in TQM: a graph theoretic approach -- Tourism services quality (TourServQual) in Egypt -- An empirically validated quality management measurement instrument -- A worldwide analysis of ISO 9000 standard diffusion -- Book review.
Sommario/riassunto	A world that is changing faster and faster forces companies to reinvent themselves and their capabilities. In this competitive environment Total Quality Management (TQM) tools support organizations in managing strategic quality and decision processes. This e-book investigates how benchmarking can provide approaches, methods and techniques for the next TQM challenges we are going to face this century. The papers in this issue were selected based on their new contributions to theory and/or methodology or significant substantive findings, as well as their fit with the organization of the issue. Taken together, these articles provide a valuable collective snapshot of interesting benchmarking progress in recent research.

