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Titolo	Understanding, managing and implementing quality [[electronic resource]] : frameworks, techniques and cases
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Altri autori (Persone)	PreeceDavid
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Note generali	Description based upon print version of record.
Nota di contenuto	Book Cover; Title; Contents; List of figures; List of tables; List of contributors; Acknowledgements; Glossary; Introduction; Developing a strategic orientation for Quality Management; Promoting a strategic approach to TQM using a case-based intelligent system; Self-assessment frameworks for business organizations; Quality improvement tools and techniques for the twenty-first century; QFD: customer driven design of products and services; Taguchi methods of experimental design for continuous improvement of process effectiveness and product quality Statistical process monitoring in the twenty-first century Case studies in Quality Management; TQM in higher education institutions: a review and case application; Do customers know what is best for them?: the use of SERVQUAL in UK policing; Quality in the NHS: can we master the art of 'conversation'?; Quality Management in public house retailing: a case study; Changing supervisory relations at work: behind the success stories of Quality Management initiatives;
Sommario/riassunto	Considers strategic aspects of quality management and self-assessment frameworks, and provides an in-depth examination of a number of the main quality improvement tools and techniques.

