

1.	Record Nr.	UNISALENTO991004189009707536
	Autore	Boucourechliev, André
	Titolo	Robert Schumann in Selbstzeugnissen und Bilddokumenten / André Boucourechliev
	Pubbl/distr/stampa	Reinbek bei Hamburg : Rowohlt Taschenbuch, 1965
	Descrizione fisica	168 p. : ill. ; 19 cm
	Collana	Rowohlts Monographien ; 6
	Disciplina	780.92
	Soggetti	Schumann, Robert
	Lingua di pubblicazione	Tedesco
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
2.	Record Nr.	UNISA996526779103316
	Autore	Antony Jiju
	Titolo	Understanding, managing and implementing quality [[electronic resource]] : frameworks, techniques and cases
	Pubbl/distr/stampa	London, : Routledge, 2001
	ISBN	1-134-59616-2 1-280-40362-4 0-203-46408-7
	Descrizione fisica	1 online resource (255 p.)
	Altri autori (Persone)	PreeceDavid
	Disciplina	658.4013
	Soggetti	Total quality management Business Management
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	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.
