



Fundamentals of Total Quality Management: Process analysis and improvement

KAI KRISTENSEN AND GOPAL K. KANJI JENS J. DAHLGAARD

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The purpose of this text is to provide a framework for the development of understanding some of the basic concepts of Total Quality Management (TQM). It aims to provide students with deeper knowledge of the various principles and core concepts of the subject. It will also help them to learn and appreciate the role of measurement, quality strategy and quality systems in the development of the TQM process. In addition, it provides the reader with an insight into the various aspects of the effective organizational process and quality improvement plans for the development of the required change management process. The work should be of interest to Senior undergraduate and graduate students in business and management sciences, and industrial engineering.

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