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Lecture 47 Total Quality Management (TQM)

Total Quality Management By Besterfield

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Presenting sufficient theory to ensure a sound understanding of basic concepts, this progressive text provides a fundamental, yet comprehensive exploration of total quality management (TQM) in an all-encompassing, single-volume review that covers not only the principles and practices, but also the tools and techniques.\*

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Total Quality Management: Besterfield-Michna, Carol ...

Total Quality Management is an enhancement to the traditional way of doing business. It has main 3 pillars are: 5 Total • Made up of the whole Quality • Degree of excellence a product or services provides Management • Act, Art or a manner of handling, controlling or directing etc.

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Total Quality Management (TQM) 5e by Pearson. Paperback – 30 October 2018. by Besterfield Dale H. (Author), Besterfield Carol, (Author), Besterfield Glen H. (Author), Besterfield Mary (Author), Urdhwareshe Hemant (Author), Urdhwareshe Rashmi (Author) & 3 More. 4.6 out of 5 stars 15 ratings. See all formats and editions.

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