



## Total Quality Management (3rd Edition)

By Dale H. Besterfield, Carol Besterfield-Michna, Glen Besterfield, Mary Besterfield-Sacre

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**Total Quality Management (3rd Edition)** By Dale H. Besterfield, Carol Besterfield-Michna, Glen Besterfield, Mary Besterfield-Sacre

Presenting sufficient theory to ensure a sound understanding of basic concepts, this progressive book 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. The volume covers principles and practices of quality management, and outlines tools and techniques such as benchmarking, information technology, quality management systems, environmental management systems, quality function deployment, quality by design, products liability, process control and Taguchi's quality engineering. For quality management professionals and trainers.

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## **Editorial Review**

From the Back Cover

This book provides a fundamental, yet comprehensive coverage of Total Quality Management. It is divided into two parts: Part I covers principles and practices, and Part II covers tools and techniques.

### **Some of the features of this text include:**

- Practical state-of-the-art approach
- Figures and tables that help clarify and reinforce the concepts presented
- Where appropriate, techniques are reduced to simple mathematics or developed in the form of charts and tables
- Sufficient theory is presented to ensure a complete understanding of the concepts

### **NEW to this edition:**

- Reorganization of Part II for a more logical chapter sequence
- Brief description of a TQM exemplary organization added at the end of each chapter
- Revised chapter to reflect the ISO 9000: 2000 revision
- Increased number of examples in most chapters
- New chapter entitled "Information Technology"

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This book provides a fundamental, yet comprehensive, coverage of Total Quality Management (TQM). It covers not only the principles and practices, but also the tools and techniques. A practical state-of-the-art approach is stressed throughout. Sufficient theory is presented to ensure that the reader has a sound understanding of the basic concepts. Mathematical techniques are reduced to simple mathematics or developed in the form of tables and charts.

The book will serve the instructional needs of business, education, engineering, health-care, and technology students in higher education institutions. All sizes and types of organizations—service, manufacturing, government, military, construction, education, small business, health care, and nonprofit entities—will find this book an excellent training and reference manual for all personnel.

The book is divided into two parts. Part I covers the principles and practices of TQM. After an introductory chapter, the next six chapters cover the basic TQM concepts of leadership, customer satisfaction, employee involvement, continuous process improvement, supplier partnership, and performance measures.

Part II of the book covers the tools and techniques of TQM. Chapters discuss benchmarking, information technology, quality management systems, environmental management systems, quality function deployment, quality by design, failure mode and effect analysis, products liability, total productive maintenance, management tools, statistical process control, experimental design, and Taguchi's quality engineering.

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Carol Besterfield-Michna  
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