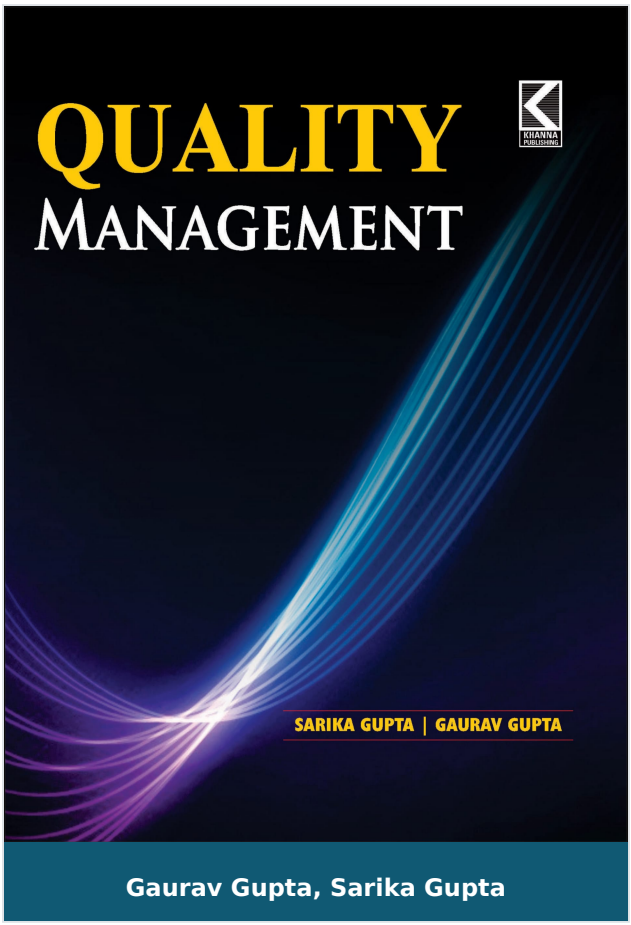

Quality Management

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Product Description

Quality management thinking has influenced a revolution in the way organizations are managed over the past few decades. Idea such as customer focus, ethical management, continuous improvement, Six sigma, leadership and organizational learning have all been impacted by and in some cases developed from this important field. this provides a coherent view of the underlying principles quality management, and how these relate to practical application in a range of organizations. This book is designed to provide an overview of the key elements, important historical context and current debates in the field of quality management. It aims to give a coherent view of the underlying principles of quality management, and how these relate to practical application in a range of organization.

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