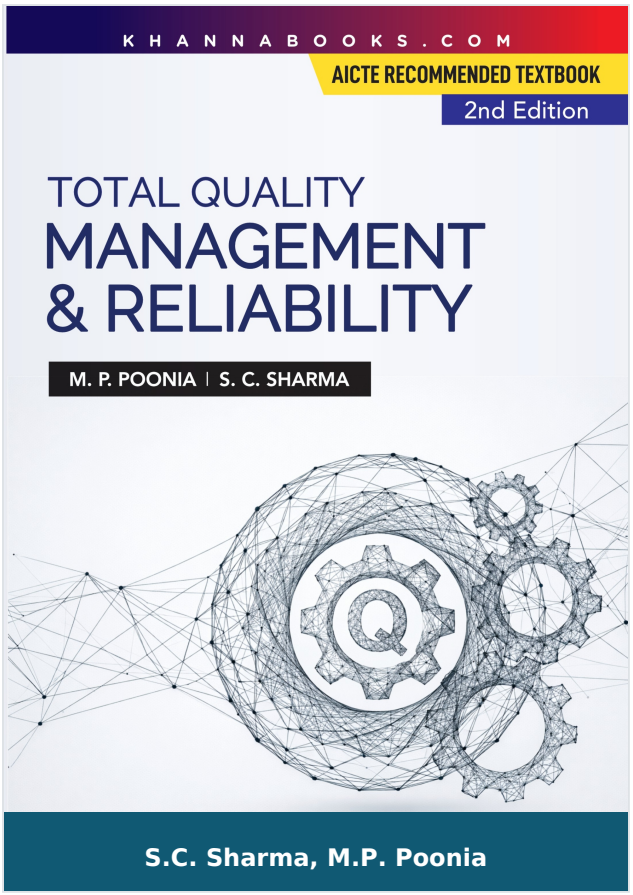

Total Quality Management and Reliability

Author :	S.C. Sharma, M.P. Poonia
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Product Description

Total Quality Management is an integrated approach in satisfying customer needs in totally on a continuous basis, through involvement of each and every employee in the organization, making continuous improvement on one side and an appropriate cost-effective technology on the other side. It is management philosophy for professional excellence that too through customer orientation. With the rapid advancement in technology and awareness, the users (Customers) have become highly quality conscious and demands quality, reliability and safety in product and service. In view of this, industries need to upgrade their quality continuously. Product and service quality requires managerial, technological and statistical concepts which are the major functions of an organization. The concepts like strategic management, competitive bench marking, self-managing teams, getting it right first time, zero defects, employee empowerment are important as they move towards Total Quality Management (TQM)in simple and easy to understand language. The book is divided in to parts, part-I cover the principles and practices of TQM, while part-II covers the tools and technology of TQM.

The book covers the syllabi of various universities and therefore, should serve the needs of students of business administration and those of engineering, technology, and related disciplines. The professionals too will find this book to be a valuable reference in the field.

INSIDE THE BOOK

PART-1: PRINCIPLES AND PRACTICES

· Quality Concepts

·Total Quality management Concepts (TQM Concept)

·Quality Planning

·Organizing (Leadership) for Quality

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·Customer Satisfaction

·Supplier Partnership

·Performance Measures

·Quality Gurus(Pioneers) of Total Quality Philosophy

PART 2: TOOLS AND TECHNIQUES

·TQM Tools and Techniques-1

·TQM Tools and Techniques-2

·Fundamentals of Statistics

·Acceptance Sampling and O. C. Curves

·Statistical Process Control and Control Charts

·Process Capabilities

·Reliability Quality Management System

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