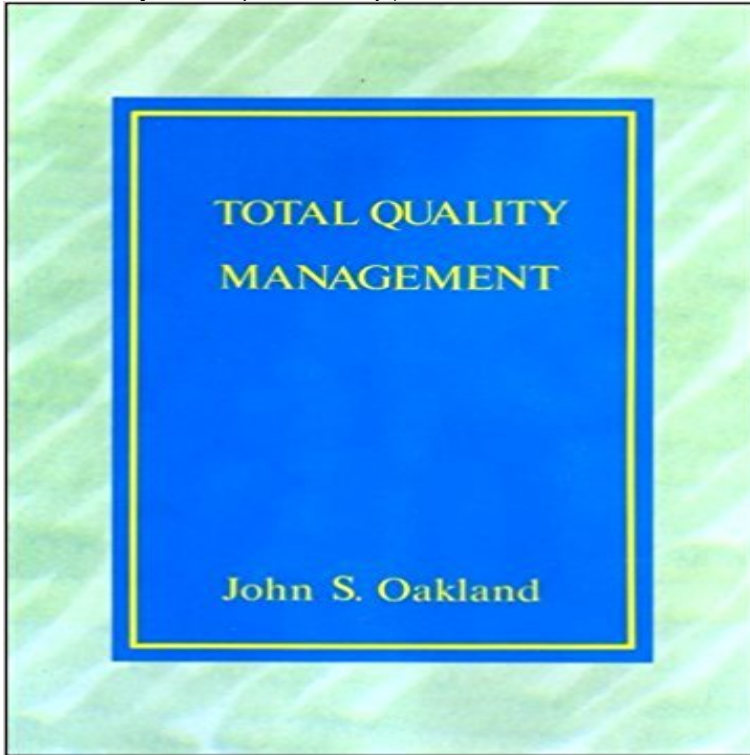


# Total quality management



This book is about how to manage in a total quality way and is structured around the words understanding, commitment, organization, measurement (costs), planning, design, system, capability, control, teamwork and implementation. Essential steps for the successful introduction of TQM are set out under these headings. Aimed at directors, and managers in industrial, commercial and service organizations, the book guides the reader through the language of TQM and sets down a clear way to proceed for the whole organization.

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