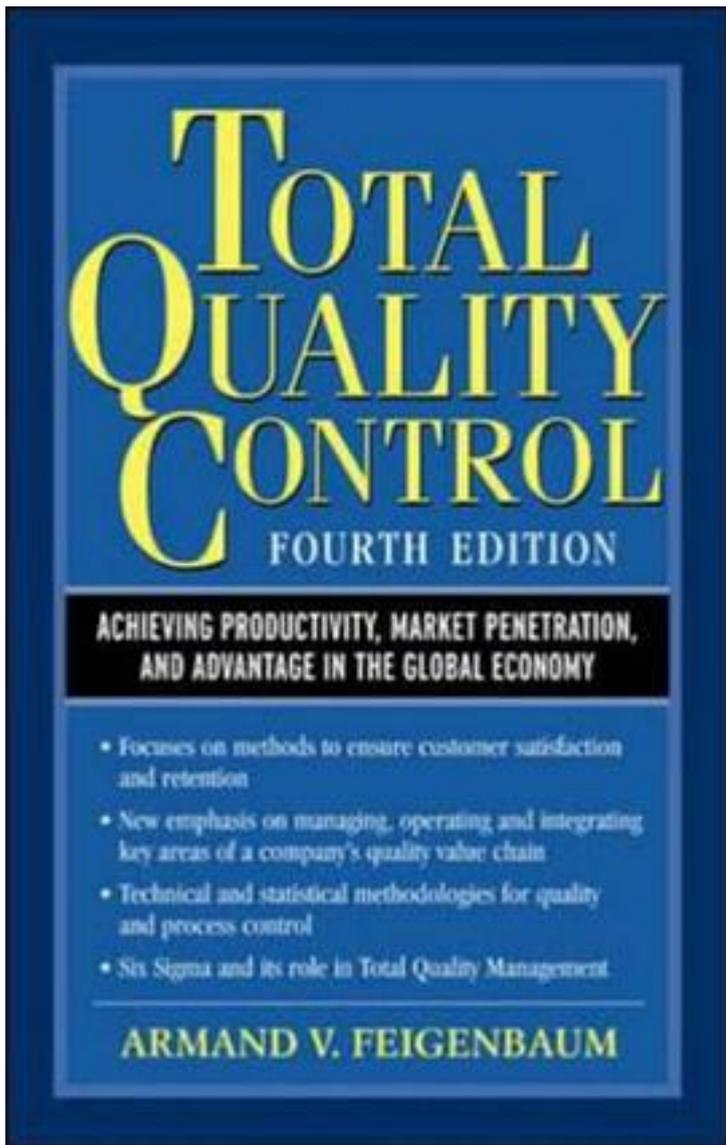


# Total Quality Control



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Total Quality Control integrates an organization's quality development with existing business practices to produce quantifiable customer satisfaction. The heavily-revised fourth edition introduces new TQM methodologies and shows how to achieve productivity, market penetration, and thrive in a global economy. There is new emphasis on managing, operating, and on integrating the key areas of a company's quality value chain. This title talks about Six Sigma and its role in Total Quality Management, and ensuring customer satisfaction and retention.

作者介绍:

目录:

[Total Quality Control\\_下载链接1](#)

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1

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