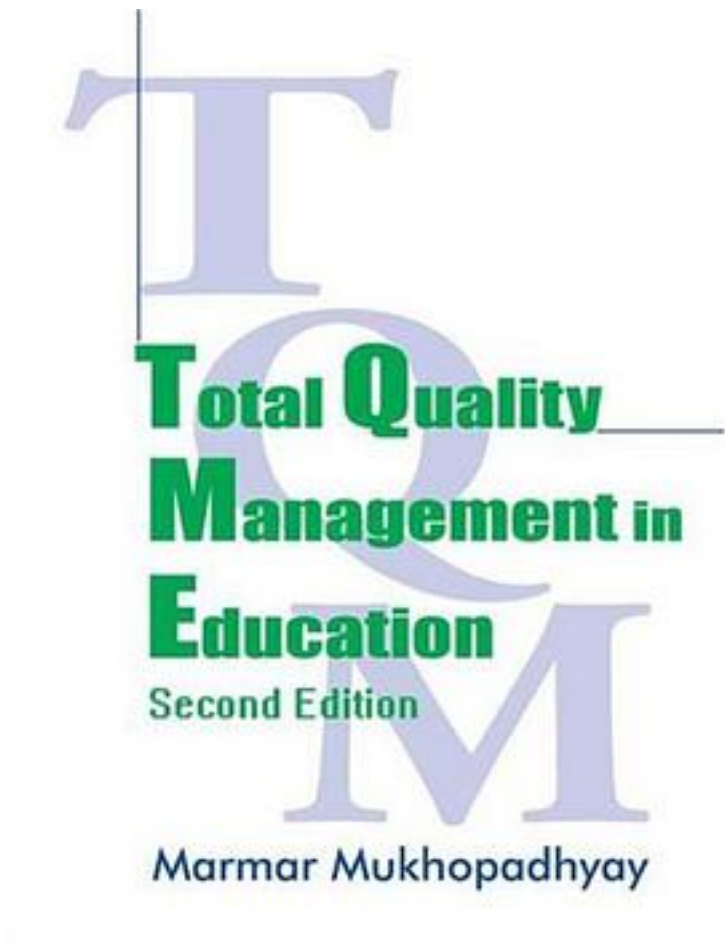


# Total Quality Management in Education



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This is the revised edition of the successful first, published in 2001. It covers the philosophical underpinnings of total quality management, its instrumentalities as well as methods of strategic planning and implementation in educational institutions.

Planned as a practical guide for quality management, the book: espouses a human-intensive quality management methodology; calls for long-term dynamic and holistic planning; emphasizes the optimal use of human resource potential; and proposes a more practical and adaptable management model.

作者介绍:

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