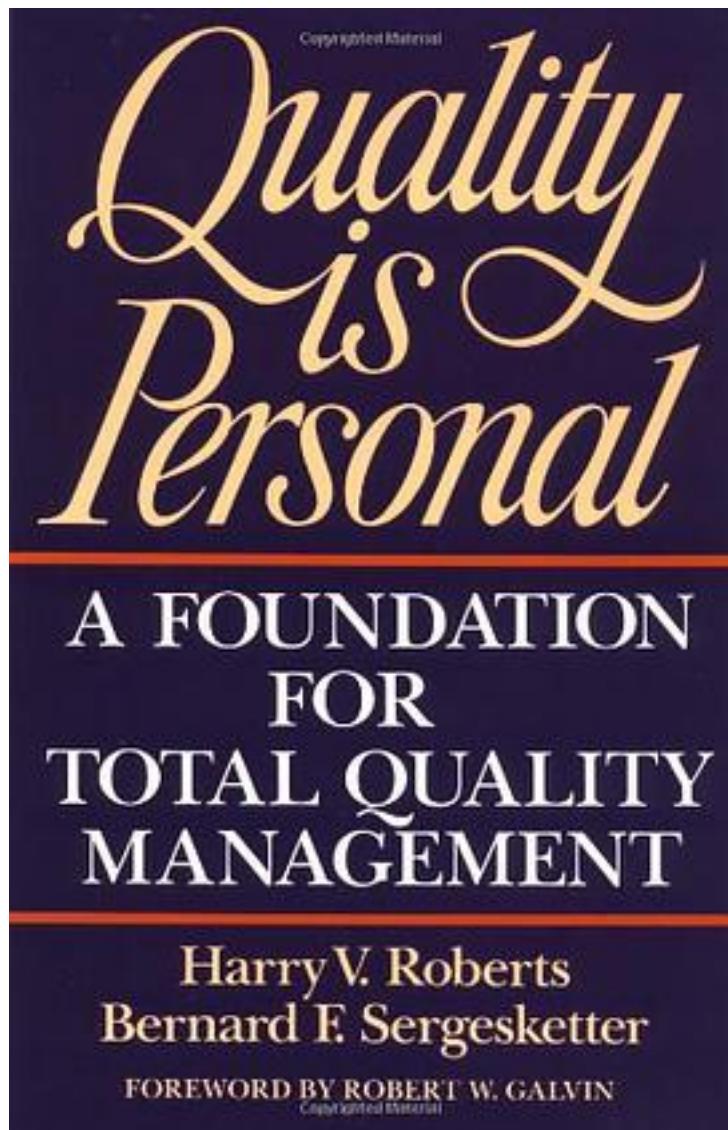


Quality Is Personal



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In this penetrating guide to involving employees in the process of total quality management, the authors make the argument that "personal quality checklists"--by which employees monitor waste reducers and value adding activities in their immediate work environment--can significantly increase individual understanding of the general concepts and implementation of top quality management. 20 line drawings.

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