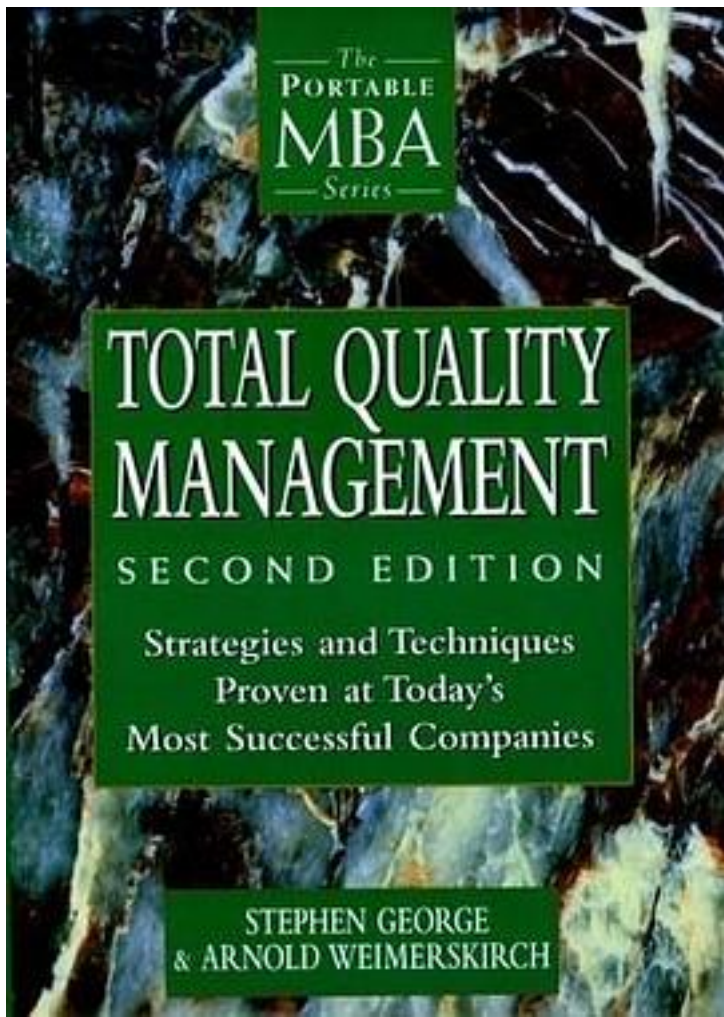


Total Quality Management



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This important new edition considers the strategic aspects of total quality

management. It describes the concepts of total quality and provides guidance on how they can be applied to maximise an organisation's operational efficiency.

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