

Baldrige Award Winning Quality



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Now in its 17th updated edition, this volume is the most widely used and recognized guide to the Malcolm Baldrige National Quality Award. This simple and comprehensive resource enables companies to master the exhaustive criteria of the nation's leading business performance award. It reveals what examiners look for in each area and provides powerful suggestions to achieve results. By consulting this reference, businesses will acquire the winning knowledge necessary to capture the award.

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