The Race Without a Finish Line: America's Quest for Total Quality
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DESCRIPTION

Based on interviews and site visits with twelve Baldrige National Quality Award-winning companies as well as with two winners of the President's Quality and Productivity Award. A complete guide for implementing total quality management (TQM) in all organizations. Lessons learned by leading TQM companies will help managers and executives assess an organization's readiness for TQM and prepare for the cultural revolution required to truly embrace quality.

ABOUT THE AUTHOR

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