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The Handbook for Quality Management: A Complete Guide to Operational Excellence (Hardback)

By Thomas Pyzdek, Paul A. Keller

McGraw-Hill Education - Europe, United States, 2013. Hardback. Condition: New. 2nd edition. Language: English . Brand New Book. The definitive guide to organizational excellence--completely updated Fully revised for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/QE) Body of Knowledge, The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition offers in-depth guidance on effectively applying the principles of quality management in today s business environment and delivering superior results. Designed to help you prepare for and pass the ASQ CMQ/QE exam, this authoritative volume also serves as an essential on-the-job reference. Coverage includes:Business-integrated quality systems Organizational structures The quality function Approaches to quality Customer-focused organizations Integrated planning Strategic planning Understanding customer expectations and needs Benchmarking Organizational assessment Process control Quantifying process variation Quality audits Supply chain management Continuous improvement Effective change management Six Sigma methodology, including detailed descriptions of the DMAIC and DMADV approaches Management of human resources Motivation theories and principles Management styles Resource requirements to manage the quality function Over the past 40 years, the quality management discipline has undergone steady evolution from disparate quality assurance efforts to strategic, business-integrated functions. Today s quality manager must be able to plan...



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