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William M. Lindsay is Professor Emeritus of Management at Northern Kentucky University. In addition to co-authoring eight editions of MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE (including predecessors), he is the co-author of TOTAL QUALITY AND ORGANIZATION DEVELOPMENT.

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Packed with relevant, real-world illustrations and cases, QUALITY AND PERFORMANCE EXCELLENCE, 6e presents the basic principles and tools associated with quality and performance excellence through cutting-edge coverage that includes the latest thinking and practices from the field. This proven text has three primary objectives: familiarize students with the basic principles and methods, show how these principles and methods have been put into effect in a variety of organizations, and illustrate the relationship between basic principles and the popular theories and models studied

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in management courses. Extremely flexible and student friendly, the text is organized according to traditional management topics, helping students quickly see the connections between quality principles and management theories. Excellent case studies give students practical experience working with real-world issues. Many cases focus on large and small companies in manufacturing and service industries in North and South America, Europe, and Asia-Pacific. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Total Quality Management (TQM) is structured around a five part model, with the core of the model being the customer-supplier interface. This book includes case studies which illuminate hands-on application of the theories of TQM within the Pacific Rim region and include: Australia, New Zealand, Fiji, Singapore, Hawaii, Hong Kong and Malaysia.

"In 1987, the U.S. Congress established the Malcolm Baldrige National Quality Award program to raise awareness about the importance of quality and performance excellence as a competitive edge. Since 1999, the program has outlined criteria for educational institutions to align their mission, values, goals, processes, and resources into a comprehensive, long-term, systematic improvement effort. The book profiles six unique institutions that have successfully implemented these criteria: the Montfort College of Business at the University of Northern Colorado, National University, New Mexico State University-Carlsbad, Northwest Missouri State University, University of Wisconsin-Stout, and Western Wisconsin Technical College. The University of Wisconsin-Stout was the first higher education institution to win the Baldrige Award in 2001, and has since worked with educational institutions in 39 states and 25 countries that are interested in implementing quality improvement through the application of the Baldrige criteria. This book will appeal to academic administrators at all levels and at all types of institutions who are

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interested in applying a systematic approach to leadership, quality improvement, and change management within their institutions"--Unedited summary from book cover.

This book provides a clear, easy to digest overview of Quality Management Systems (QMS). Critically, it offers the reader an explanation of the International Standards Organization 's (ISO) requirement that in future all new and existing Management Systems Standards will need to have the same high-level structure, commonly referred to as Annex SL, with identical core text, as well as common terms and definitions. In addition to explaining what Annex SL entails, this book provides the reader with a guide to the principles, requirements and interoperability of Quality Management System standards, how to complete internal and external management reviews, third-party audits and evaluations, as well as how to become an ISO Certified Organisation once your QMS is fully established. As a simple and straightforward explanation of QMS Standards and their current requirements, this is a perfect guide for practitioners who need a comprehensive overview to put theory into practice, as well as for undergraduate and postgraduate students studying quality management as part of broader Operations and Management courses.

Presents the basic principles and tools associated with quality and performance excellence through coverage that includes the thinking and practices from the field. This text is organized according to traditional management topics, helping students quickly see the connections between quality principles and management theories.

Is your business as profitable as it could be? How can you rise above your competition, and stay there once you have? Most management tools only look at one part of the picture, but Business Performance Excellence (BPE) is the complete model, integrating revolutionary new techniques with tried and tested approaches, covering the strategic, financial, systems, and human factors. The editors are experts in

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business performance improvement, and this approachable book presents the latest thinking and developments in the BPE model that has been enhanced and refined over the course of 30 years. The comprehensive case studies and worked examples presented can be applied to your business whatever your industry, benefiting your bottom line. Detailed coverage includes: * Strategic planning and hoshin kanri * Customer product rationalization * Restructuring and recalibrating * Customer quality assurance systems * The balanced scorecard * Critical performance measures * Benchmarking * Financial performance turnaround * Lean manufacturing * Creating value through people

Dr. H. James Harrington and Frank Voehl have gathered together the thoughts and ideas of more than 20 of the most creative innovation thought leaders from business, professional practice, and academia in this compelling book. The thought leaders look at innovation from almost every angle — their statements offer an unparalleled view of innovation and provide a depth of insight that is extraordinary. Harrington and Voehl ' s reflection on each chapter, and on the sections within the book, provides useful links between themes and reinforces the relationships between many of the ideas. Anyone interested in innovation (practitioner or researcher) will benefit from this global thought collection. The contributors' multiple perspectives, models, practical examples, and stories provide a sense of innovation that no single writer could ever capture. A company ' s future growth will only come through successful innovation. This book is organized around Dr. Harrington's innovation pyramid, which consists of the 16 building blocks required to bring about significant improvements in an organization ' s ability to deliver creative products. It highlights the principles and recommendations in ISO's new innovation standard 56002 and provides many new concepts that are not included in the standard. It includes a free, powerful, and valuable online customized innovation maturity analysis. Following three unassailable facts will strike you as soon as you read this book: 1. Innovation is the new

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mantra; whether you're involved in a not-for-profit, for-profit, service sector, or governmental organization. 2. Understanding that innovation and creative activities penetrate into every part of an organization requiring multiple perspectives that drive a new way of thinking and working that impacts the organization's culture, social operations, and commercial context that impacts the total organization, and not just new products or services. 3. Innovation is an exciting adventure. Total Innovative Management Excellence (TIME): The Future of Innovation (978-0-367-43242-3, 340635) draws on insights from around the globe in order to be competitive in fast-moving technologies.

An instructor's manual and a set of PowerPoint transparencies are available to supplement the text.

Six Sigma has taken the corporate world by storm and represents the thrust of numerous efforts in manufacturing and service organizations to improve products, services, and processes. Although Six Sigma brings a new direction to quality and productivity improvement, its underlying tools and philosophy are grounded in the fundamental principles of total quality and continuous improvement that have been used for many decades. Nevertheless, Six Sigma has brought a renewed interest in quality and improvement that few can argue with, and has kept alive the principles of total quality developed in the latter part of the 20th Century. AN INTRODUCTION TO SIX SIGMA AND PROCESS IMPROVEMENT, 2e shows students the essence and basics of Six Sigma, as well as how Six Sigma has brought a renewed interest in the principles of total quality to cutting-edge businesses. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.