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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.

The definitive market leader and authoritative educational reference, MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE, 10e provides unmatched coverage and insightful

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comparisons that guide students through the intricacies of quality management. Built upon the strength and proven experience of well-known authors and examiners for the Malcolm Baldrige Award, this text presents the fundamental principles and historical foundations of total quality with an emphasis on high-performance management practices. It offers unparalleled coverage of ISO 9000 certification standards, Six Sigma, and the U.S. Malcolm Baldrige National Quality Award standards. Current examples from leading organizations throughout the world emphasize the practical aspects of the book's



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managerial focus as well as the technical topics that students are learning. Coverage of most of the Body of Knowledge required for ASQ certification helps students prepare to become Certified Quality Managers. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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-

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Extremely flexible and student friendly, the text is organized according to traditional management topics, helping students quickly see the connections between quality

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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.

The market leader in quality management, this text is built on the strength and experience of well-known authors in the field.

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Experience as examiners for the Malcolm Baldrige Award, allow both Evans and Lindsay to integrate the framework and essential content of the Malcolm Baldrige National Quality Award criteria throughout the text. This edition continues to provide a managerially oriented, integrated view with a blend of pertinent technical topics. It contains revised, integrated, and more comprehensive coverage of Six Sigma philosophy, concepts, and techniques. New chapters on Principles of Six Sigma and Design for Six Sigma are included. The new edition also has coverage of most of the Body

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of Knowledge (BOK) required for ASQ certification as a Certified Quality Manager.

This practical, student-focused text shows how to focus all of an organization's resources on continuous and simultaneous improvement of quality and productivity – thereby continually improving both performance and competitiveness. QUALITY MANAGEMENT FOR ORGANIZATIONAL EXCELLENCE: INTRODUCTION TO TOTAL QUALITY, 7/e coherently addresses all elements of quality management, including Lean, Six Sigma, Lean Six Sigma, and many topics that competitive books

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overlook (e.g., peak performance, partnering, manufacturing networks, culture, and crucial “people” aspects of quality). Direct and straightforward, it links “big picture” theories and principles to detailed real-world strategies and techniques. Throughout, critical thinking activities, discussion assignments, and research links promote deeper thinking and further exploration. This edition adds all-new cases, plus new information on topics ranging from supervision to certification, QFD and SPC to benchmarking and JIT.

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This book describes the work of a number of professionals who have used action research to improve the quality of their organization and their classrooms. Underpinning all the accounts is the idea that shared values and a shared vision are central to improvement in education. The accounts show how the writers use action research methods to question traditionally held assumptions and interpretations about educational management and classroom practice. They are then able to put forward new theories and strategies which will help other educators to achieve a higher quality of education. The book provides

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valuable source material for all those involved in professional development, research methodology or educational management.

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.



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Continuously changing customer and market requirements have become a dominating factor in today's global business environment. Enterprises have to take smart decisions and execute fast. Innovation and agility become key success factors. Process excellence is the glue that brings everything together. The Management of Process Excellence (MPE) has become a main enabler of High Performance. It leads to a functioning "Real-Time Enterprise". MPE links strategy with people and technology, like Service-Oriented Architectures (SOA) or Web 2.0. Knowledge assets, such as Process Reference Models,

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increase productivity. Emergent Processes and Inter-enterprise Collaboration are addressed specifically. MPE delivers Process Governance for large organizations as well as for small and medium enterprises. The book addresses executives and managers as well as educators and students.

The cornerstone text on quality management and performance excellence - thoroughly revised to reflect the latest challenges and developments The "body of knowledge" for the science of quality management and performance excellence for more than half-a-century,

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Juran's Quality Handbook has been completely updated to meet the ever-changing needs of today's business and quality professionals. Under the guidance of a team of top experts, this authoritative resource demonstrates how to apply the right methods for delivering superior results and achieving excellence in any organization, industry, or country. Juran's Quality Handbook, Seventh Edition provides you with a complete roadmap for the discipline -- clearly written to make sure you know where you are in the process and what you must do to reach the next level. Within its pages, you will find A-Z coverage - from

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key concepts, methods, research, and tools top practical applications on the job. Here's why this is the best edition yet:

- Updated chapters on Lean, Six Sigma and the Shingo Prize
- NEW chapters on Risk Management and Building a Quality Management System
- NEW material on the history of quality management
- All ISO and other regulatory standards have been updated
- NEW statistical tables, charts, and data
- Examples and case studies throughout demonstrate how others have applied the methods and tools discussed in real-world situations

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The key to success and reaching peak performance is integrating three processes to optimize business through the use of human performance improvement tools, lean thinking, operational excellence, along with a strong organizational culture as the underpinning. These components form the basis of the Peak Performance Model. The tools presented in this book, along with the case studies, demonstrate how the model is applied and integrated into company practices. Companies and organizations want to improve their performance, but many have not integrated the right tools and processes. Through the

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application of the Peak Performance Model, every company can achieve and sustain Peak Performance.

This is one of three short booklets designed to be given to graduate students as they begin their studies. They explain the purposes of the dissertation and the criteria by which it will be assessed. They help students understand the context of their course work; the need to take an active role in shaping their studies; and the importance of thinking ahead about the components of the dissertation and the quality of scholarship

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they will need to demonstrate. These booklets are intended to support the dissertation research and writing process by providing faculty and advisors with guidelines for setting clear expectations for student performance, and with a model for helping students produce the desired quality of work. They encourage dialogue between faculty and students about the quality of the components of their dissertation project. They include rubrics that students can use to self-assess their work and that can aid faculty in providing focused feedback. Setting explicit targets and benchmarks of excellence of the

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sort advocated in these booklets will enable departments and universities to respond to demands for accountability with clear criteria for, and evidence of, success; and will raise the overall quality of student performance.

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