



Total Quality Management

James R. Evans, James W. Dean

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Not long ago total quality was just a buzzword. Today, Total Quality is an integral component of management success in today's complex business environment. This text presents an overview of the key principles of total quality and links those concepts to traditional management practices and organizational models in management theory. This book has three objectives: 1) to familiarize readers with the basic principles and methods associated with total quality management; 2) to show readers how these principles and methods have been put into effect in a variety of organizations; and, 3) to illustrate the relationship between total quality principles and the theories and models studied in management courses.

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