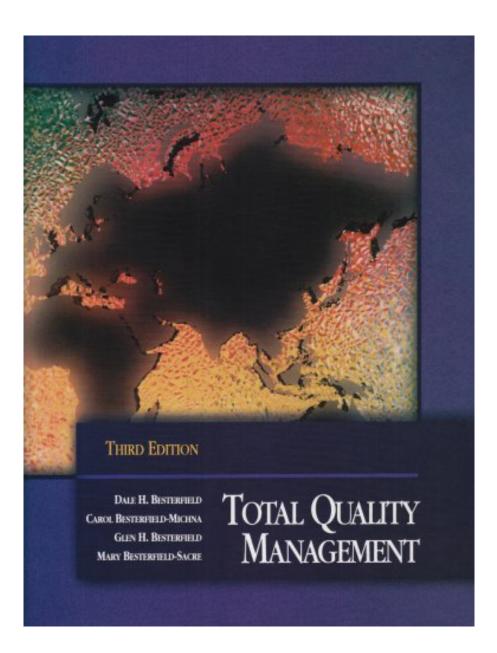


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Presenting sufficient theory to ensure a sound understanding of basic concepts, this progressive book provides a fundamental, yet comprehensive exploration of total quality management (TQM) in an allencompassing, single-volume review that covers not only the principles and practices, but also the tools and techniques. The volume covers principles and practices of quality management, and outlines tools and techniques such as benchmarking, information technology, quality management systems, environmental management systems, quality function deployment, quality by design, products liability, process control and Taguchi's quality engineering. For quality management professionals and trainers.

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