



Total Quality Management

Dale H. Besterfield

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This text provides an exploration of total quality management (TQM) - covering not only the principles and practices, but also the tools and techniques. Topics discussed include statistical process control (SPC), ISO 9000, benchmarking, quality function deployment (QFD), concurrent engineering, experimental design, Taguchi's quality engineering, product liability, and additional techniques (FEMA, Poka-Yoka, Component Search). The study also explains the principles and practices of TQM leadership, customer satisfaction, employee improvement, continuous process improvement, supplier management, and performance measures.

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