



## Managing Quality (Paperback)

By Ned Hamson, Amy Zuckerman

John Wiley and Sons Ltd, United Kingdom, 2002. Paperback. Condition: New. Language: English . Brand New Book. This title presents a fast track route to mastering quality management. It covers the key areas of quality management, from understanding the vital connections between customers and ISO 9000-2000 to the key steps to develop a practical, performance enhancing quality management process. It features examples and lessons from some of the world s most successful businesses, including Toyota, Solectron Technology, Sun Microsystems, Sundaram-Clayton, and Prudential Assurance Company, and ideas from the smartest thinkers, including W. Edwards Deming, Philip Crosby, Genichi Taguchi, Shigeo Shingo, and Dr. A.V. Feigenbaum. It includes a glossary of key concepts and a comprehensive resources guide.



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