



Quality Management: Creating and Sustaining Organizational Effectiveness, Second Edition

By Donna C.S. Summers

PHI Learning, 2010. Softcover. Book Condition: New. 2nd edition. Knowledge of quality management principles is what enables leaders of effective organizations to remain flexible and adaptable in an ever changing market. This book familiarizes the reader with the cornerstones of creating and sustaining organizational effectiveness, and also with : What an organization needs to do to remain competitive in a global economy? How to know what the customers want? How to improve processes and integrate functions so that they provide customer satisfaction through the best use of the resources available? How to create an internal environment that enables everyone to perform to the best of their ability? How to know whether we are doing the right things right? NEW TO THIS EDITION : Separate chapter on Supply chain management, Lean principles and Benchmarking. A special feature ?How do we know its working?? in each chapter that provides insight into one real organization?s pursuit of excellence. CONTENTS: 1. Organizational Effectiveness 2. Organizational Philosophy 3. Quality Systems 4. Creating a Customer Focus 5. Organizational Leadership 6. Strategic Planning 7. Human Resource Development and Management 8. Managing the Supply Chain 9. Measures of Organizational Success 10. Benchmarking 11. Process Management 12. Lean Tools...

DOWNLOAD



READ ONLINE

[4.8 MB]

Reviews

Comprehensive information! Its this sort of excellent go through. It is packed with knowledge and wisdom You may like just how the author publish this book.

-- **Mustafa McGlynn**

Complete guideline! Its this kind of great read through. It is probably the most incredible pdf i actually have read through. Its been developed in an extremely straightforward way and it is simply soon after i finished reading this book through which actually modified me, affect the way i really believe.

-- **Beryl Labadie I**

You May Also Like



[Learn em Good: Improve Your Child's Math Skills: Simple and Effective Ways to Become Your Child's Free Tutor Without Opening a Textbook \(Paperback\)](#)

Createspace, United States, 2010. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. From a certified teacher and founder of an online tutoring website-a simple and effective guide for parents and students to...



[Twelve Effective Ways to Help Your ADD/ADHD Child: Drug-Free Alternatives for.](#)

Book Condition: New. Ships From Canada. New. No dust jacket as issued. Glued binding. 264 p. Contains: Illustrations. Audience: General/trade. Book Info Consumer text of recommendations backed by scientific studies. Discusses diet, allergens, vitamins and minerals, and more. Softcover. About the Author...



[Two Treatises: The Pearle of the Gospell, and the Pilgrims Profession to Which Is Added a Glasse for Gentlewomen to Dresse Themselves By. by Thomas Taylor Preacher of Gods Word to the Towne of Reding. \(1624-1625\) \(Paperback\)](#)

Proquest, Eebo Editions, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****. EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible...



[Two Treatises: The Pearle of the Gospell, and the Pilgrims Profession to Which Is Added a Glasse for Gentlewomen to Dresse Themselves By. by Thomas Taylor Preacher of Gods Word to the Towne of Reding. \(1625\) \(Paperback\)](#)

Proquest, Eebo Editions, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English Brand New Book ***** Print on Demand *****. EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible only...



[Under the ninth-grade language - PEP - Online Classroom](#)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Pages Number: 197 Publisher: Dragon Book Pub. Date: 2009-9-1. Contents: Love in the first unit of land 1 poem two (2)...



[Scholastic Discover More Penguins](#)

Scholastic Reference. Paperback. Book Condition: New. Paperback. 80 pages. Dimensions: 10.0in. x 8.0in. x 0.4in. Scholastic Discover More is a revolutionary new nonfiction line pairing stunning print books with corresponding interactive digital books that extend the learning online. PENGUINS unlocks a free 48-page...
