



TQM in Action: A practical approach to continuous performance improvement

R.J. Pike, R.J. Barnes

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The aim of this book is to help practising managers to develop and implement a strategy for the introduction of total quality management within their own organisations. *TQM in Action, Second Edition* provides a practical step-by-step guide to stages, key considerations and potential pitfalls of implementation. This book provides a template for implementation which will help managers to get started and keep the process going.

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