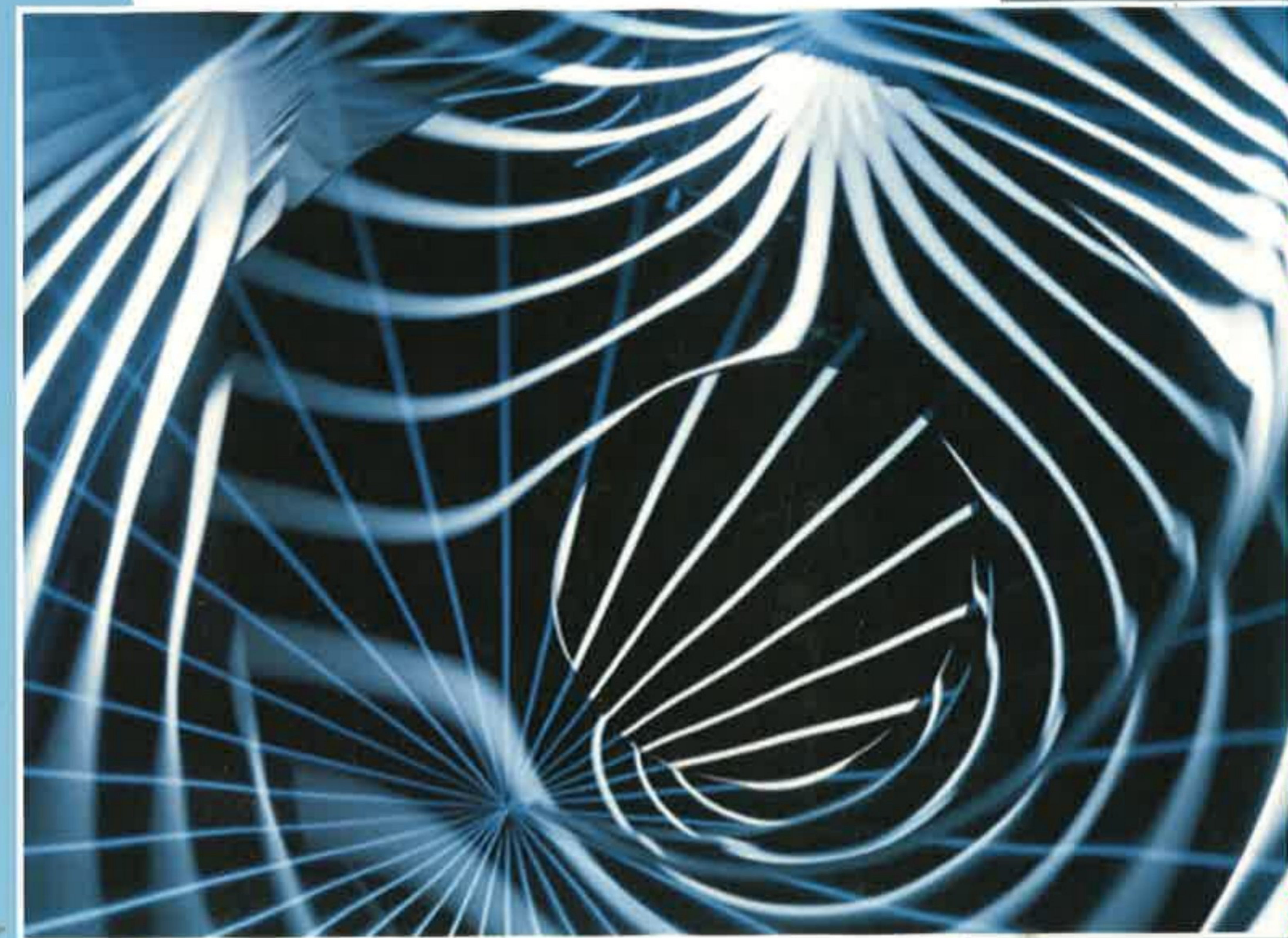


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# Total Quality Management

REVISED THIRD EDITION



Dale H. Besterfield | Carol Besterfield-Michna  
Glen H. Besterfield | Mary Besterfield-Sacre  
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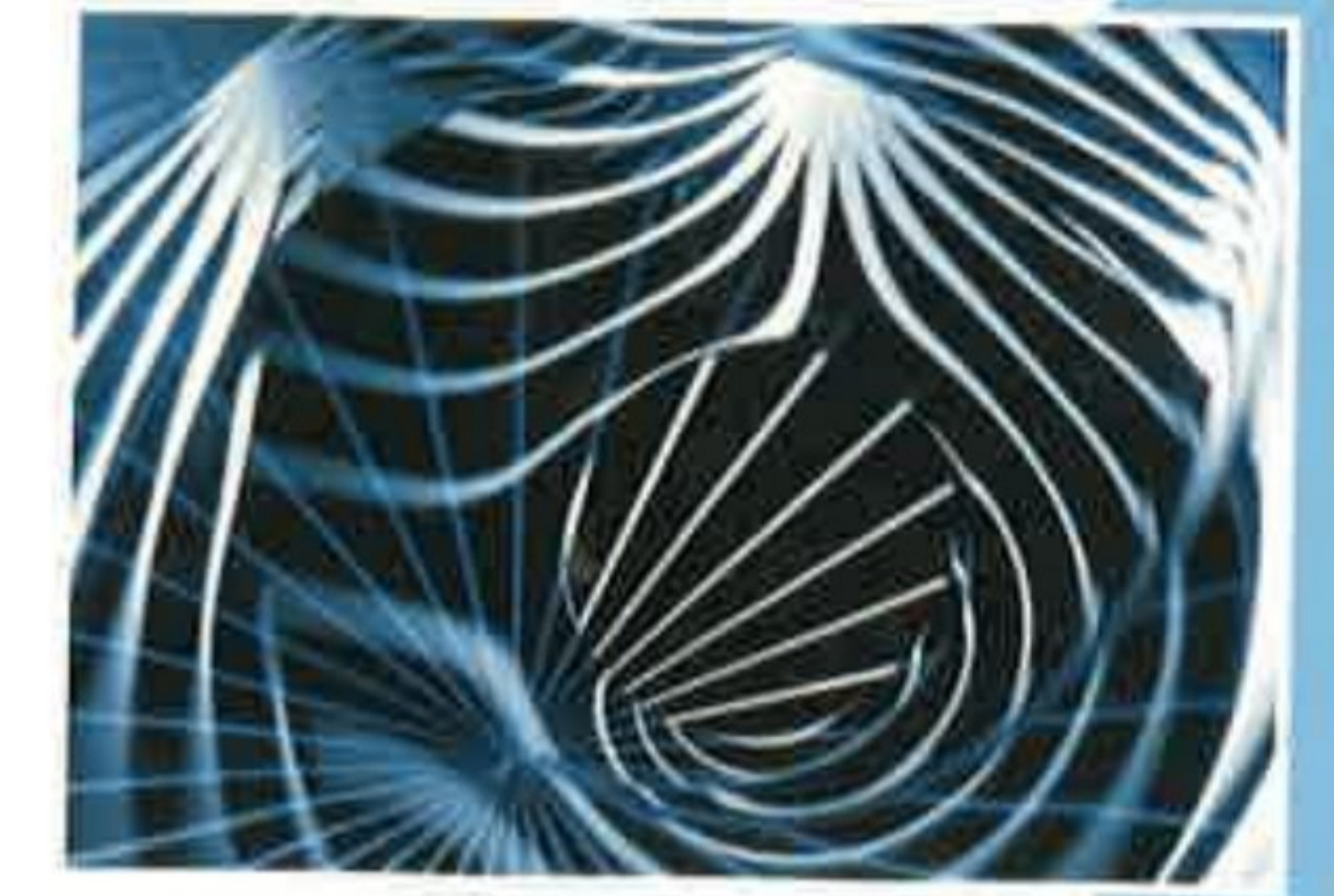
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# Total Quality Management



REVISED  
THIRD EDITION

Dale H. Besterfield | Carol Besterfield-Michna  
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Total quality management refers to an integrated approach by management to focus all the functions and levels of an organization on quality and continuous improvement. Over the years total quality management has become very important for improving a firm's processing capabilities in order to sustain competitive advantages. This book focuses on encouraging a continuous flow of incremental improvements from the bottom of the organization's hierarchy. Several technical topics are revised for the present context and their relevance to the Indian industry is emphasized.

## Important Features

- Many case studies, including Indian cases and examples, have been added.
- Pedagogical tools like multiple choice questions, chapter objectives, and summaries have been added.
- Information about Design for Six Sigma (DFSS) is covered in the chapter on quality by design.
- Failure Mode and Effect Analysis (FMEA) is revised as per the fourth revision of FMEA manual by Automotive Industry Action Group (AIAG).
- Measurement Systems Analysis is added in the chapter on statistical process control.
- Revised updates on quality standards like the ISO 9000 and ISO 14000 series, and other sector-specific standards like TL 9000, have been included.
- New concepts in performance measures like revised criteria for the Malcolm Baldrige Award, Balance Scorecard, etc. have been added.

## Supplements

- Solutions manual
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