



## Principles of Total Quality, Third Edition

By Vincent K. Omachonu, Joel E. Ross



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In this era of global competition, the demands of customers are growing, and the quest for quality has never been more urgent. Quality has evolved from a concept into a strategy for long-term viability. The third edition of **Principles of Total Quality** explains this strategy for both the service and manufacturing sectors.

This edition addresses the theme of reliability against the backdrop of increasing litigation in the area of product performance. New chapters also introduce and provide a historical perspective for Six Sigma, and discuss practical applications of the concepts of service excellence within healthcare organizations.

The book also expands its analysis of management of process quality, customer focus and satisfaction, organizing for TQM, control charts for variables, and quality function deployment.

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### **Editorial Review**

#### **Review**

The third edition of 'Principles of Total Quality' is an excellent introduction to Total Quality Management (TQM) from authors who know what they are talking about. The book is easy to read and the format pleasant and instructive. Most chapters finish with illustrative cases and a set of questions which will help you remember the salient points. Whether you dip in, or read from cover to cover, I recommend this edition from two authors who have won their spurs in our quality profession.

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