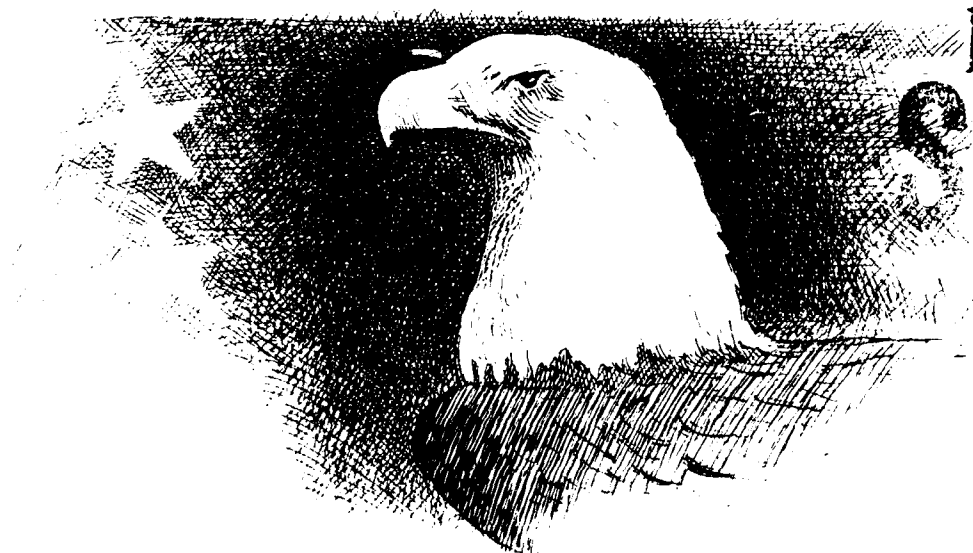




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Total Quality Management

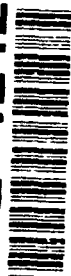
A Selected Bibliography



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"The improvement of quality in products and the improvement of quality in service - these are national priorities as never before."

President George Bush

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→ Total Quality Management (TQM) in the Department of Defense is a strategy for continuously improving performance at every level, and in all areas of responsibility. It combines fundamental management techniques, existing improvement efforts, and specialized technical tools under a disciplined structure focused on continuously improving all processes. Improved performance is directed at satisfying such broad goals as cost, quality, schedule, and mission need and suitability. Increasing user satisfaction is the overriding objective. The TQM effort builds on the pioneering work of Dr. W.E. Deming, Dr. J.H. Juran, and others, and benefits from both private and public sector experience with continuous process improvement.

- Concept as presented in the TOTAL QUALITY MANAGEMENT MASTER PLAN published by the US Department of Defense, August 1988.

PREFACE

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