



# Fundamentals of Total Quality Management

*Jens J. Dahlgaard, Kai Kristensen, Ghopal K. Khanji*

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The principles of Total Quality Management have proven to be invaluable to organisations in all sectors of business and commerce and to the individuals they comprise. Indeed many organisations have discovered the relationship between quality and profitability. Now, more than ever, it is important to develop a quality strategy by adopting the principles of TQM.

This important text provides a solid framework for understanding the basic concepts of TQM. It comprises three interlinked modules - fundamentals of TQM, methods of TQM and process management and improvement - and provides an integrated approach to this increasingly important business strategy.

*Fundamentals of Total Quality Management* is vital reading for students doing MBAs, and those on MSc courses in business studies and engineering featuring TQM models, as well as practitioners in quality management and control.

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