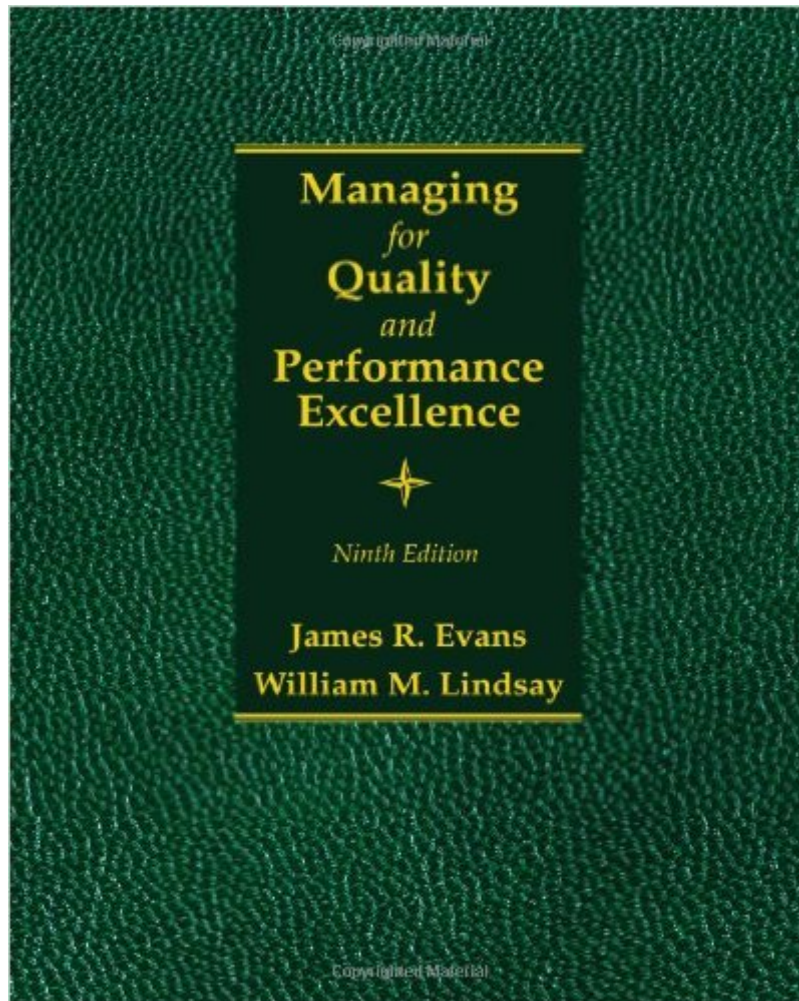


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# Managing For Quality And Performance Excellence



## Synopsis

Prepare for success in quality management today with this leading text that focuses on the fundamental principles of total quality and emphasizes high-performance management practices, such as those reflected in the Baldrige Criteria. These authors are experienced leaders in the fields of performance management and quality. Look no further for the definitive resource for coverage of ISO 9000 certification, Six Sigma, and the U.S. Malcolm Baldrige National Quality Award standards. A wealth of current examples from leading organizations throughout the world reflects quality as they emphasize the practical aspects of the book's managerial focus and pertinent technical topics. You can efficiently prepare to become an ASQ Certified Quality Manager, as this edition covers most of the Body of Knowledge required for ASQ certification. It's everything you need, now and throughout your career, to ensure quality management success.

## Book Information

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## Customer Reviews

This covers the general history of quality assurance, especially in the last 100 years, and does a good job of presenting numerous case studies with often recent examples in manufacturing and services. Used as a textbook in classes, it is also an excellent reference book.

OK, we needed this for a Post Grad class. If you taken many, the choices of material is set. This book is not really bad, but it is not mind blowing either. If you have never had any quality or PE training, then this is maybe a better book. From my perspective it is a little low for a grad class.

Relevant to the course work but they is this so much more expensive over the older edition? It's the same book with changed around chapters. Sorry excuse to make more money. The material itself is accurate and just what I needed to know for class projects and tests.

While I'm interested in the subject and the book is good, the format is terrible in ways that while I'll try to describe, I won't be able to fully express. On the kindle for pc if I scroll my mouse wheel it moves down 1. A nice, smooth big roll of the wheel? 1. Then the end of the page comes like a wall, taking extra effort to move to the next page. Reading on my kindle is no better. You can't change the pages like you would with a normal book. To read the pages at all I have to resize every single page, again and again. With this book I will learn some things about quality, but my big take away will be to never order a Cengage eTextbook. In fact, I'll never take or encourage anyone to take a class in which they can't buy a used cengage book. In short, I'm spending more time fighting changing pages than absorbing knowledge. I have never been so disappointed with a book in my life. Were I rating this book solely on content it would rate much higher, but as it is, I must give it one star. Ironic that many of the points in this textbook apply to the situation I've found myself in. My expectations were not met, and there is no mechanism for even the slightest satisfaction. I regret that as this is a digital version, I cannot burn it.

The book itself is great condition and was received promptly before my class. The contents are easy to read and convey realistic and very applicable material.

Book worked perfectly with my Quality Management class HSA 3383. Though we never used it for the class. lol.

This is just an awful book. used for a MS in Engineering Mangement. Example in the book are worthless and many terms throughout the book go UNDEFINED. This book is HUGE, EXPENSIVE, and Ass. I should be avoided at all costs.

I have twins that are juniors in college. This is the best way to rent/buy books!

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