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Corporate environments. This practical, student-focused text shows how to focus all of an organization's resources on continuous and simultaneous improvement of quality and productivity – thereby continually improving both performance and competitiveness.

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However, an approach to doing business known as quality management has caught on and is now widely practiced as a way to achieve organizational excellence. Organizational

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excellence is a combination of peak performance, superior quality, and continual improvement.

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involvement, and empowerment
are important in a total

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quality setting, they represent only a part of the equation Another important part of the equation is the use of the scientific approach in structuring work and in decision making and problem solving that relates to the work Long-Term Commitment Organizations that implement management innovations after ...

Quality management for organizational excellence

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THE TOTAL QUALITY APPROACH TO QUALITY MANAGEMENT ACHIEVING ORGANIZATIONAL EXCELLENCE 1. Define the term quality. Quality is a

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dynamic state associated with products, services, people, processes, and environments that meets or exceeds expectations.

QUALITY MANAGEMENT

Excellence is a measure of consistently superior performance that surpasses requirements and expectations without demonstrating significant flaws or waste.

Organizational excellence continues the progress established by a foundation such as total quality management, in which all levels of the organization participate in continual

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The Certified Manager of
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Excellence is a professional
who leads and champions
process-improvement
initiatives - everywhere
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global focus in a variety of
service and industrial
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Quality, Value, and Organizational Excellence It

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is important for quality professionals to understand how quality fits into the bigger picture of providing superior value to customers. Organizations survive and thrive in a globally competitive marketplace by providing superior value to customers.

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