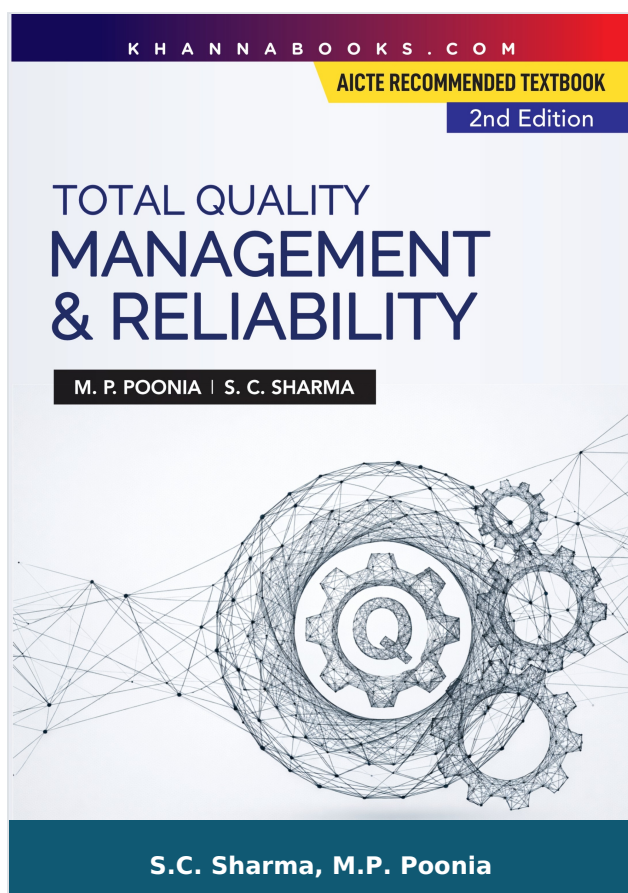




Total Quality Management and Reliability

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Product Description

Total Quality Management is an integrated approach in satisfying customer needs in totally on a continuous basis, through involvement of each and every employee in the organization, making continuous improvement on one side and an appropriate cost-effective technology on the other side. It is management philosophy for professional excellence that too through customer orientation. With the rapid advancement in technology and awareness, the users (Customers) have become highly quality conscious and demands quality, reliability and safety in product and service. In view of this, industries need to upgrade their quality continuously. Product and service quality requires managerial, technological and statistical concepts which are the major functions of an organization. The concepts like strategic management, competitive bench marking, self-managing teams, getting it right first time, zero defects, employee empowerment are important as they move towards Total Quality Management (TQM) in simple and easy to understand language. The book is divided in to parts, part-I cover the principles and practices of TQM, while part-II covers the tools and technology of TQM.

The book covers the syllabi of various universities and therefore, should serve the needs of students of business administration and those of engineering, technology, and related disciplines. The professionals too will find this book to be a valuable reference in the field.

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- Total Quality management Concepts (TQM Concept)
- Quality Planning
- Organizing (Leadership) for Quality

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- Reliability
- Quality Management System

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S.C. Sharma after graduation in 1966 joined as lecturer in Mechanical Engineering. He had been associated for more than 4 decades in various fields including learning and management of projects in India and abroad in different capacities. While working Hydro power projects for more than 15 years he has actively associated with various environmental and rehabilitation & resettlement issues and successfully resolved various complicated issues. He has also worked as consultant for matters related to safety, environment and R & R. He has written about a dozen books on subjects related to engineering and management including management of projects.

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