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The Management and Control of Quality (Eighth Edition)

By James R. Evans, William M. Lindsay

South Western/Cengage Learning India, 2012. Softcover. Book Condition: New. 5th or later edition. 25 x 20 cm. ? The authors have consolidated topics in process management, process improvement tools, and quality in product design into new chapters. They have expanded the strategic focus on performance excellence into a separate chapter, and have integrated leadership with building and sustaining high-performance organizations. ? All chapters have been updated to provide the most current coverage available. New topics in this edition include strategic leadership, core competencies and strategic work systems design, customer engagement, workforce engagement, workforce capability and capacity, the life cycle of quality initiatives, lean tools and lean Six Sigma, and design for excellence. ? The authors have also developed new and interesting Quality Profiles and Quality in Practice cases and a wide variety of examples from organizations around the world. These profiles and QIP cases emphasize the importance of quality in the global economy. They have also added new cases and revised many end-of-chapter problems from the previous edition. ? "Bonus Materials" are available on the student Premium website and include additional cases, summaries of key points and terminology, supplementary topics, and additional cases and Quality in Practice features. ? Contrasts...



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