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"This book offers the latest research available within the field of information management as it pertains to the Asian business market, promoting and coordinating developments in the field of Asian and Chinese studies, as well as presenting strategic roles of IT and management towards sustainable development"--

In this era of global competition, the demands of customers are growing, and the quest for quality has never been more urgent. Quality has evolved from a concept into a strategy for long-term viability. The third edition of Principles of Total Quality explains this strategy for both the service and manufacturing sectors. This edition addresses the theme of

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reliability against the backdrop of increasing litigation in the area of product performance. New chapters also introduce and provide a historical perspective for Six Sigma, and discuss practical applications of the concepts of service excellence within healthcare organizations. The book also expands its analysis of management of process quality, customer focus and satisfaction, organizing for TQM, control charts for variables, and quality function deployment. The modern field of software metrics emerged from the computer modeling and "statistical thinking" services of the 1980s. As the field evolved, metrics programs were integrated with project management, and metrics grew to be a major tool in the managerial decision-making process of software companies. Now practitioners in the software

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industry have

This Book Explores The Topics Included In The Syllabus Of Anna University Extensively. A Reference Table On The Factors For Quality Control Charts, Numerical Examples For Each Control Chart, The Questions For Short Answers, And A Few Web Site Addresses Have Been Included To Obtain And Sustain The Interest Of The Student Community And The Teaching Fraternity. In This Second Edition, A Chapter Was Added With Details On Topics Such As Quality Circle, Zero Defects, Just In Time, Kanban And Poka Yoke To Cater For The Expectations Of The Students As Well As Teachers. The Details On 5S, Yy Analysis, Five W S And Two H S Analysis And Brainstorming Methodology Have Been Enlarged With Examples. Twenty-Three Case Studies Have Been Added In

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This Edition To Extend The Scope And Knowledge Of The Student Community. In Addition To This, Twelve Numerical Problems On Different Aspects Of Spc And Six Sigma As Illustrative Examples And The Enriched Question Bank Have Been Added For Clarity In Teaching And Learning. This Book Can Be Used As A Textbook By All The Final Year B.E./B.Tech. Students Of Anna University.

Information Management Developments

A Guide to Planning, Analysis, and Application

New Paradigm for Re-engineering Education

Proceedings of the International Conference on Artificial Intelligence and Computer Vision (AICV2021)

Intelligent Information and Database Systems

Handbook of Organizational Learning and Knowledge

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This direct, straightforward book provides material that focuses on making the theories and principles of total quality practical and useful in a real-world setting. Up-to-date and comprehensive, it covers all of the elements of total quality, including several that receive little or no attention in other total quality books, enabling readers to understand that in order to compete in the global arena, businesses must achieve consistent peak performance, continual improvement, and maximum competitiveness. Covering all topics

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necessary to total quality management, this book includes: global competitiveness; strategic management; ethics and corporate social responsibility; partnering and strategic alliances; quality culture; customer satisfaction and retention; employee empowerment; leadership; teamwork; communication; education and training; overcoming negativity; the ISO 9000 quality management system; tools and techniques; and implementing total quality management. An excellent handbook for

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quality managers, directors of quality control, and vice-presidents of quality management. Organizations of all types are consistently working on new initiatives, product lines, and workflows as a way to remain competitive in the modern business environment. No matter the type of project at hand, employing the best methods for effective execution and timely completion of the task is essential to business success. Operations and Service Management: Concepts, Methodologies, Tools, and Applications is a comprehensive

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reference source for the latest research on business operations and production processes. It examines the need for a customer focus and highlights a range of pertinent topics such as financial performance measures, human resource development, and business analytics, this multi-volume book is ideally designed for managers, professionals, students, researchers, and academics interested in operations and service management. This book applies systems thinking to treat

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project management in a systemic and systematic manner from a problem-solving perspective. Considering the project as a system, the book discusses traditional project planning and organizing, as well as some neglected aspects of the project, namely how to prevent cost and schedule escalation, how to deal with change, recognize problems in time to prevent project failure and what to do when things go wrong during the implementation states of a project. This book provides you with a better understanding of

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the systems approach to problem-solving and project management that will enable you to be more successful at managing projects.

Features Treats projects as systems Presents project management as a problem-solving paradigm Discusses how to incorporate prevention into planning and how to show the value Describes what to do and how to cope with unanticipated problems that arise during the project implementation state Introduces new tools and techniques

Hotel rating systems are used in almost all

countries. The policy makers, managers, and researchers take this process seriously, and contribute in enhancing the system to reflect the needs of the modern traveler. Hotels also invest a lot for getting the desired star ratings. However, at the same time, apart from the guidelines and manuals of the star rating schemes, there is hardly any reliable source of information explaining the principles on which the star rating process is based. The available information can be confusing as different rating systems have

different criteria for hotel evaluation. Considering this challenge, this book attempts to bring the star rating process to life through the principles of service quality management because hotel rating systems claim to raise standards of service. Such principles were identified through hundreds of research studies and existing hotel rating systems around the world. This book focusses on making the hotel rating process simple to understand for the benefit of students, managers, and policymakers.

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Quality Management for Organizational Excellence

Introduction to Total Quality

Tourism Crisis and Disaster Management in the Asia-Pacific

Tourism Destination Quality

Principles of Total Quality

Primarily intended for the undergraduate students of industrial, production, mechanical and manufacturing engineering, and postgraduate students of industrial, quality engineering and management and industrial

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engineering and management, this book fills the gap between theory and practice of tools and techniques of quality control and quality improvement. In this book, the principles and concepts are presented clearly and logically with necessary numerical illustrations to reinforce the understanding of the subject matter. The book is organized in two parts. Part I deals with statistical quality control. It starts with the fundamentals of statistics and quality followed by elaborate discussion on statistical process control, process and gauge capability studies with emphasis on their practical application. It also covers detailed discussion on the various types of control charts used to monitor and control quality of processes

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and products. It includes acceptance sampling inspection procedures and standard sampling systems. Part II deals with quality improvement techniques/methods. It is a data driven approach that discusses the application of Design of Experiments and Taguchi Methods for improving quality of processes and products. A comprehensive discussion on total quality management is also presented. KEY FEATURES • Provides a well structured procedure for the application of all the tools and techniques. • Includes Shainin DOE tools widely used in Six sigma projects. • Demonstrates the application of quality improvement techniques through real life case studies.

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Over the years, total quality management has become very important for improving a firm's processing capabilities to sustain competitive advantages. And in the last few years, the world has gone through many major changes in terms of information technology, quality system standards, customer satisfaction levels, economic changes, approaches of the government and political alignments on the national and international level. Keeping these developments in mind, Total Quality Management, 5e has been revised to focus on encouraging a continuous flow of incremental improvements from the bottom of the organization's hierarchy.

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In response to the challenges of globalization and local development, educational reforms are inevitably becoming one of the major trends in the Asia-Pacific Region or other parts of the world. Based on the most recent research and international observations, this book aims to present a new paradigm including various new concepts, frameworks and theories for reengineering education. This book has 21 chapters in three sections. Section I "New Paradigm of Educational Reform" containing eight chapters, illustrates the new paradigm and frameworks of reengineering education, fostering human development and analysing reform policies and also discusses the trends and challenges of educational

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reforms in the Asia-Pacific Region. Section II "New Paradigm of Educational Leadership" with five chapters aims to elaborate how the nature, role and practice of school leadership can be transformed towards a new paradigm and respond to the three waves of education reforms. Section III "Reengineering School Management for Effectiveness" with eight chapters aims to provide various practical frameworks for reengineering school management processes and implementing changes in school practices.

The enlarged and revised second edition of Total Quality Management blends the fundamental principles and historical foundation of total quality with practical

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applications and examples. The coverage of high-performance practices and developments in the quality management arena enables students to develop a basic appreciation of quality management concepts while retaining their focus on the goal of continuous improvement.

Digital Transformation and Innovative Services for Business and Learning

IT in the Public Sphere: Applications in Administration, Government, Politics, and Planning

Initiation of Educators into Educational Management Secrets

A Practical Manual

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Quality Management in Higher Education
Introduction to Total Quality Management for Production,
Processing, and Services

This book provides a comprehensive method for learning modern management processes, and applying those methods to improve leadership in educational settings.

The authors include case studies and techniques to solve a variety of managerial problems so that members of the educational community may improve their abilities and skills in a range of related disciplines, including: strategic planning, effective decision making, time management, management conflict strategies, oral communication,

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management strategies for school crises, and the development of good relations and a cooperative spirit. Higher education programs are continuously expanding globally and now, students who are enrolled in online courses can reside anywhere in the world. Due to this phenomenon, institutions are forced to adapt to serve their remote students. Cultivating Diverse Online Classrooms Through Effective Instructional Design provides emerging information on designing online courses recognizing cultural differences, building effective learning environments and forums, and integrating classroom aesthetics. While highlighting the

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challenges of online education and intercultural learning, readers will learn valuable ways to maximize student communication, learning, and other culturally diverse classroom tools. This publication is an important resource for instructional designers, graduate students, academics, and other higher education professionals seeking current research on the best ways to globally expand online higher education.

This textbook features a straightforward, practical look at applying the theories and principles of total quality in the real world. Key topics covered include global competitiveness, strategic management, quality culture,

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employee empowerment, leadership, teamwork, communication, and education and training.

Tourism and hospitality services are highly prone to service-failure due to a high level of customer-employee contact and the inseparable, intangible, heterogeneous and perishable nature of these services. Service Failures and Recovery in Tourism and Hospitality, with its extensive coverage of the literature, presents an invaluable source of information for academics, students, researchers and practitioners. In addition to its extensive coverage of the literature in terms of recent research published in top tier journals, chapters in the

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book contain student aids, real-life examples, case studies, links to websites and activities alongside discussion questions and presentation slides for in-class use by teaching staff. This book is enhanced with supplementary resources. The customizable lecture slides can be found at: www.cabi.org/openresources/90677

Concepts, Methodologies, Tools, and Applications
APPLIED STATISTICAL QUALITY CONTROL AND IMPROVEMENT

Globalization, Localization and Individualization
5th Asian Conference, ACIIDS 2013, Kuala Lumpur, Malaysia, March 18-20, 2013, Proceedings, Part I

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Intercultural Comparison of European and East Asian Approaches

Cultivating Diverse Online Classrooms Through Effective Instructional Design

Human Resource Management Strategic Analysis Text and Cases has been designed to provide the comprehensive knowledge about the subject. The book combines the operational as well as the strategic aspects of HRM. It presents detailed coverage of the principles and concepts of HRM including its strategic aspects. The text provides logical and analytical application of the concepts. The strategic analysis involves integrative approach of HRM with strategic management. Case studies have been given at the end of each

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chapter to make subject more practical and analytical. Salient Features of the book * Covers all relevant topics of HRM * Integrates operational HRM with strategic management * Inspires managerial actions to successfully deal with the challenges and emerging trends in HRM * Provides holistic view of global HRM * Simple and readers friendly language * Invaluable text For The students of MBA, M.Com., and other post graduate students who are specializing in HRM * Useful guide for HR professionals and executives of corporate section Offering researchers and professionals cutting-edge research and practical guidelines to turn the challenging scenario of Industry 4.0 into a successful transformation for the HRM domain, this volume focuses on three critical insights: HRM in the 4.0 era, job design for the smart economy, and HRM tools

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for digital transformation.

Quality accreditation in higher education institutions (HEIs) is currently a buzzword. The need to maintain high-quality education standards is a critical requirement for HEIs to remain competitive in the market and for government and regulatory bodies to ensure the quality standards of programs offered. From being an implicit requirement that is internally addressed, quality assurance activities become an explicit requirement that is regularly audited and appraised by national and international accreditation agencies. HEIs are voluntarily integrating quality management systems (QMS), institutional and program-specific, in response to the political and competitive environment in which it exists. Through its higher education department or by creating non-profitable accreditation bodies,

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many governments have implemented a quality framework for licensing HEIs and invigilates its adherence based on which accreditation statuses are granted for HEIs. Global Perspectives on Quality Assurance and Accreditation in Higher Education Institutions provides a comprehensive framework for HEIs to address quality assurance and quality accreditation requirements and serves as a practical tool to develop and deploy well-defined quality management systems in higher education. The book focuses on the critical aspects of quality assurance; the need to develop a concise and agile vision, mission, values, and graduate attributes; and to develop a system that effectively aligns the various activities of the HEI to the attainment of the strategic priorities listed in the institutional plans. The chapters each cover the various facets of the quality

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assurance framework and accreditation agencies' requirements with practical examples of each. This book is useful for HEI administrators, quality assurance specialists in HEIs, heads of academic departments, internal auditors, external auditors, and other practitioners of quality, along with stakeholders, researchers, academicians, and students interested in quality assurance and accreditation in higher education.

This book is a collection of studies on economic development and growth in selected African countries. It consists of an introduction/summary and 15 inter-related empirical studies grouped into 5 research areas: women's empowerment and demand for healthcare; the impact of institutions, aid, inflation and FDI on economic growth; capital structure and bank-loan

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growth effects; trade, mineral exports and exchange rate; and growth, productivity and efficiency in various industries. While it provides a comprehensive picture of the state of economic development and growth in most parts of the continent, the main focus is on economic development and growth in Ethiopia and Rwanda – two countries undergoing rapid economic and social development.

Quality

Global Perspectives on Quality Assurance and Accreditation in Higher Education Institutions

Systemic and Systematic Project Management

Corporate Business Strategies – The Present Scenario

Advancing Technologies for Asian Business and Economics:

Information Management Developments

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Total Quality Management Revised Edition: For Anna University, 3/e

Structured On-the-Job Training offers a practical, easily applicable approach to a crucial but often frustrating process. Designed for managerial, technical, and awareness training, the book offers a six-step program that combines the consistency and reliability of formal classroom training with the relevance of learning in the actual work setting. This revised and updated edition is the perfect blueprint for business success through planned training on-the-job.

This is an overview of how the concept of organisational learning emerged, how it has been used and debated, and where it may be going.

Society, globally, has entered into what might be called the "service economy." Services now constitute the largest share of GDP in most

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countries and provide the major source of employment in both developed and developing countries. Services permeate all aspects of peoples' lives and are becoming inseparable from most aspects of economic activity. "Quality management" has been a dominating managerial practice since World War II. With quality management initially associated with manufacturing industries, one might assume the relevance of quality management might decrease with the emergence of the service economy. To the contrary, the emergence of the service economy strengthened the importance of quality issues, which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors, as well. Today, we talk not only about product or service quality but have even expanded the framework of quality to quality of life and quality of environment. Thus, quality and services have

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emerged in parallel as closely interrelated fields. The Encyclopedia of Quality and the Service Economy explores such relevant questions as: What are the characteristics, nature, and definitions of quality and services? How do we define quality of products, quality of services, or quality of life? How are services distinguished from goods? How do we measure various aspects of quality and services? How can products and service quality be managed most effectively and efficiently? What is the role of customers in creation of values? These questions and more are explored within the pages of this two-volume, A-to-Z reference work.

Total Quality Management New Age International

A Critical Introduction

Service Failures and Recovery in Tourism and Hospitality

Management: the Essentials

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Total Quality Management (TQM) 5e by Pearson

ADI Journal on Recent Innovation (AJRI) The 3rd Edition Vol 2.

No 1. September 2020

Unleashing Employee Expertise in the Workplace

**"This book evaluates current research and best practices in the adoption of e-government technologies in developed and developing countries, enabling governments to keep in constant communication with citizens, constituents, corporations, and other stakeholders in modern societies"--
This book provides ... coverage of Total**

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Quality Management (TQM). It covers not only the principles and practices, but also the tools and techniques. A practical state-of-the-art approach is stressed throughout.

Sufficient theory is presented to ensure that the reader has a sound understanding of the basic concepts ... The book will serve the instructional needs of business, education, engineering, health-care, and technology students in higher education institutions. All sizes and types of organizations - service, manufacturing, government, military,

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construction, education, small business, health care, and nonprofit entities - will find this book [a helpful] training and reference manual for all personnel.-Pref.

The two-volume set LNAI 7802 and LNAI 7803 constitutes the refereed proceedings of the 5th Asian Conference on Intelligent Information and Database Systems, ACIIDS 2013, held in Kuala Lumpur, Malaysia in March 2013. The 108 revised papers presented were carefully reviewed and selected from numerous submissions. The

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papers included are grouped into topical sections on: innovations in intelligent computation and applications; intelligent database systems; intelligent information systems; tools and applications; intelligent recommender systems; multiple modal approach to machine learning; engineering knowledge and semantic systems; computational biology and bioinformatics; computational intelligence; modeling and optimization techniques in information systems, database systems and industrial

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systems; intelligent supply chains; applied data mining for semantic Web; semantic Web and ontology; integration of information systems; and conceptual modeling in advanced database systems.

In a world dependent on digital technologies, business corporations continually try to stay ahead of their competitors by adopting the most updated technology into their business processes. Many companies are adopting digital transformation models, data analytics, big data, data empowerment, and data

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sharing as key strategies and as service disruptors for information delivery and record management. Higher education institutions have adopted digital service innovation as a core to driving their business processes. Such services are key to ensuring efficiency and improving organizational performance. Digital Transformation and Innovative Services for Business and Learning is a collection of innovative research on the latest digital services and their role in supporting the digital transformation of

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businesses and education. While highlighting topics including brand equality, digital banking, and generational workforce, this book is ideally designed for managers, executives, IT consultants, industry professionals, academicians, researchers, and students.

Employee Loyalty

The SAGE Encyclopedia of Quality and the Service Economy

Structured On-the-Job Training

Software Metrics

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Operations and Service Management: Concepts, Methodologies, Tools, and Applications

Studies on Economic Development and Growth in Selected African Countries

This book aims to provide a deeper understanding of the concept and negative outcomes of employee loyalty, considering employees in organizations and OB theory, and comparing employee experiences across both European and East Asian cultures. Through an international analysis of employee loyalty within the service industry, the author

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highlights the importance of this highly relevant but often overlooked topic to addressing practical issues such as conflict solution, employee retention, service mentality, and work effort. Building on a clear definition and evaluation of the concept of employee loyalty, this book explores meaningful theoretical and practical implications of employee views of the organization, working group, and supervisor. This book presents the 2nd International Conference on Artificial Intelligence and Computer Visions (AICV 2021) proceeding, which took place in Settat, Morocco, from

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June 28- to 30, 2021. AICV 2021 is organized by the Scientific Research Group in Egypt (SRGE) and the Computer, Networks, Mobility and Modeling Laboratory (IR2M), Hassan 1st University, Faculty of Sciences Techniques, Settat, Morocco. This international conference highlighted essential research and developments in the fields of artificial intelligence and computer visions. The book is divided into sections, covering the following topics: Deep Learning and Applications; Smart Grid, Internet of Things, and Mobil Applications; Machine Learning and Metaheuristics Optimization; Business

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Intelligence and Applications; Machine Vision, Robotics, and Speech Recognition; Advanced Machine Learning Technologies; Big Data, Digital Transformation, AI and Network Analysis; Cybersecurity; Feature Selection, Classification, and Applications.

The Asia-Pacific area is one of the fastest growing tourism regions and a major driver of global tourism in general. Tourism industries in Asia Pacific have been challenged in recent years by a number of major crises and disasters including terrorism, outbreaks (e.g. SARS and Bird Flu), natural disasters (e.g. tsunamis, bushfires, flooding), and

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political crisis (e.g. protests and political instability). This book contributes to the understanding of crisis and disaster management generally, but with a specific focus on the Asia Pacific. With contributions by international scholars and practitioners, the book discusses both the theoretical and practical approaches toward successful crisis and disaster management.

Tourism Destination Quality: Attributes and Dimensions critically compares dimensions of tourism destination quality established in the TDQ study with dimensions of product quality, service quality, place quality and

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destination service/product quality.

PRINCIPLES OF HOTEL STAR RATINGS

Total Quality Management

Total Quality Management, (Revised Edition)

Human Resource Management

HRM 4.0 For Human-Centered Organizations

Applications in Administration, Government,
Politics, and Planning

Robbins Management: The Essentials covers the concepts essential to management in the 21st century in a fresh, lively format that's perfectly suited to a typical university semester. The second edition features new and in-depth coverage of sustainability, ethics and corporate social responsibility and new case studies from local and

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international businesses.

A timely intervention as higher education in India begins to pay equal importance to Quality, alongside Access and Equity. Indian higher education is the third largest in the world. It is undergoing unprecedented expansion and reforms. Yet, no Indian university figures among the World's Top 100! The problem lies primarily with the quality of higher education. This book serves as a quality management guide for the heads of colleges and universities, focusing on issues, techniques and improvement at the institutional level. In building up a sound framework, it effectively combines generic methods and techniques with specific mechanisms of quality assurance for in-campus activities such as curriculum

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planning, teaching learning processes, human resource management, infrastructure management and information and communication technologies. The author's expertise as a management scientist, trainer of heads of higher education institutes and experience of institution building gives the book an extra edge.

Quality: A Critical Introduction, fourth edition, continues to provide a complete knowledge platform for all those wishing to study the development of the theory and practice of quality management. Exploring the basics of management theory and the work of the quality gurus, who have formed the foundation of current practice, this new edition builds upon the previous editions' unique critical perspective of quality. A number of key management practices are

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considered including the new ISO9001:2015 standards, EFQM, systems thinking, systems practice, business process reengineering, six-sigma, organisational learning, intelligent organisation, skills based quality management and service quality management. An extended, in-depth case studies completes the text, exploring organisational performance transformation through the use of key methodologies, such as: soft systems; viable systems modelling; process analysis, job design and statistical methods. Replete with examples, vignettes and diagrams this comprehensive textbook is ideal for those new to the field of quality management and for students on undergraduate and postgraduate courses in Operations Management where quality management is taught.

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AJRI is a reputable Scientific Publication Media aim to foster research findings that concentrates towards recent innovation and creativity to support advancement in global civilization and humanity. AJRI Journal published two times a year (March & September) by Asosiasi Dosen Indonesia (ADI) Publisher. AJRI Journal invites all manuscripts on Multidisciplinary topics.

Quality Management

Strategic Analysis Text and Cases

Productivity

Attributes and Dimensions