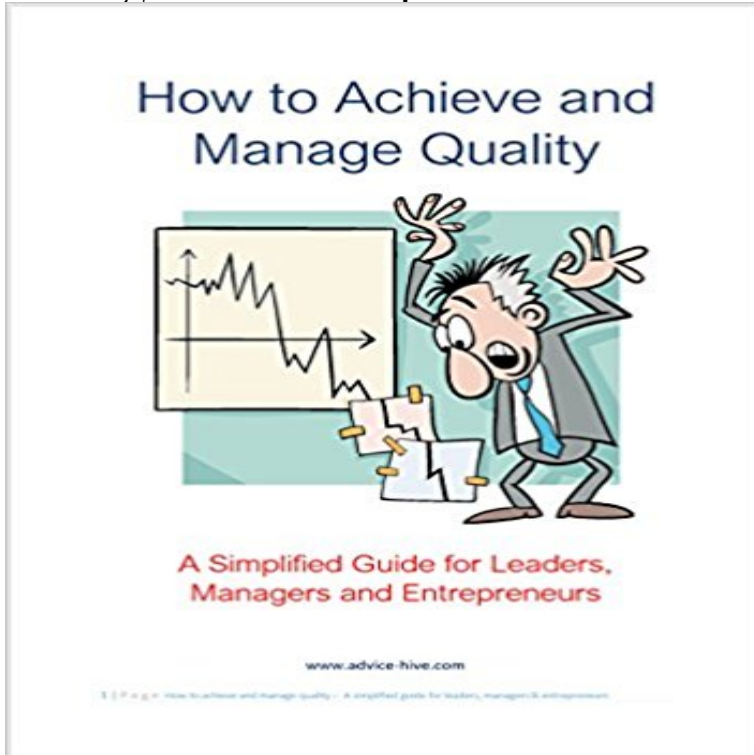


How to Achieve and Manage Quality: A Simplified Guide for Leaders, Managers and Entrepreneurs



This guide cuts out all the jargon and lengthy documentation requirements imposed by popular quality management standards. It provides managers with a clear, simplified description of what they need to know, and do, to achieve and effectively manage the quality of their products and services. It will show you simple ways to - cut costs - exceed customer expectations

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