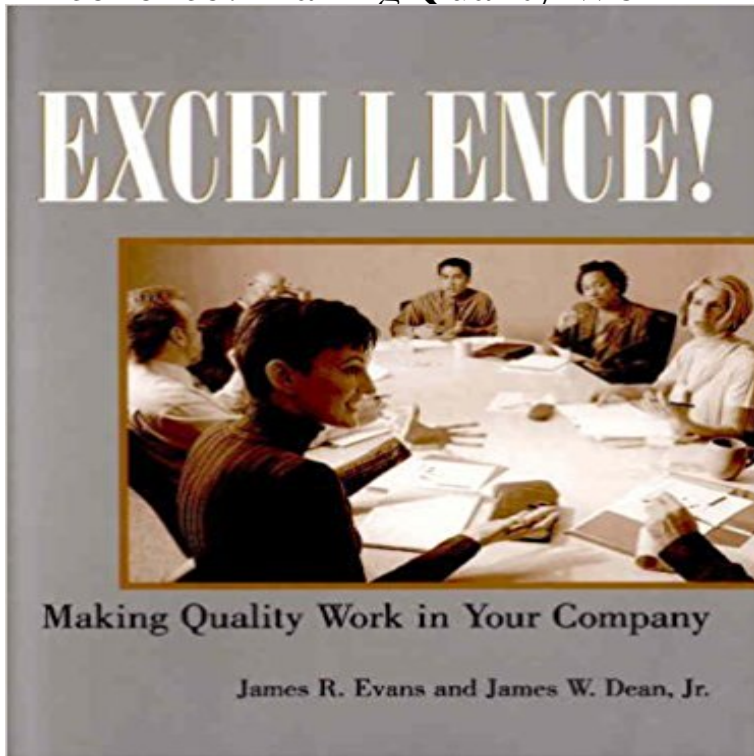


## Excellence! Making Quality Work in Your Company



The need for managers and employees at all levels to learn, understand, accept and apply the principles of total quality is vital to the success of their businesses and careers. This text presents the basic principles of a wide range of total quality strategies and applications and provides readers with the knowledge to strive for, and implement, total quality within their companies. This is a comprehensive introduction to an essential management strategy and goal.

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