

Quality Management: Creating and Sustaining Organizational Effectiveness, 2009, 574 pages, Donna C. S. Summers, 0136087426, 9780136087427, Pearson Education, 2009

Quality Management: Creating and Sustaining Organizational Effectiveness, Second Edition explores how quality management has progressed from an emphasis on the management of quality to a focus on the quality of managing, operating, and integrating customer service, marketing, production, delivery, information, and finance areas throughout an organization's value chain. New or updated chapters on lean, Six Sigma, ISO 9000, and supply chain management cover the latest areas that are critical to companies competing in today's global environment. Designed to enable students to recognize the cornerstones of creating and sustaining organizational effectiveness, this text is based on key quality initiatives, including Six Sigma, the Malcolm Baldrige National Quality Award, ISO 9000, lean manufacturing, and value creation.

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