

Total Quality Management: Proceedings of the 2nd International Conference. 14-15 June 1989. London, UK



TQM is now perceived as one of the most important management issues for the 1990s. TQM 2 takes readers through the different stages of implementing a TQM programme. The volume begins by examining why TQM is important, what are the benefits it offers and what kind of questions senior managers must ask themselves before launching their own programme. Readers will then learn how to train their workforce to be a TQM workforce. Speakers also consider supplier total quality strategies, process modelling, preventive maintenance and other important topics. Case study material comes from a wide range of companies including Rolls Royce, Rank Xerox and Volkswagen - all companies who have built themselves a reputation for high quality.

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