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A core definition of total quality management (TQM) describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organization participate in improving processes, products, services, and the culture in which they work. Primary elements of TQM

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CHAPTER Total Quality Management

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Most notable is the Toyota Production System, which spawned several business improvement practices utilized heavily in Japan, including JIT and Total Quality Management (TQM). Despite the fact that much of the foundation of continuous management and other Japanese concepts originated in the U. S., Western firms showed little interest until the late 1970s and early 1980s.

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Total Quality Management: Authors: Dale H. Besterfield, Glen Besterfield, Mary Besterfield-Sacre: Editor: Dale H. Besterfield: Edition: 3, illustrated: Publisher: Prentice Hall, 2003: Original from: Pennsylvania State University: Digitized: 27 Jun 2009: ISBN: 0130993069, 9780130993069: Length: 640 pages: Subjects