

Total Quality Management L Suganthi Anand A Samuel

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This comprehensive, student friendly book is intended as a tool to achieve quality in organizations. Completing a course based on topics covered in this book will make one confident enough to implement quality management principles in a given situation. A holistic approach, practical relevance, effective learning and a compendium of A to Z of TQM distinguish this well-written text. Inclusion of the findings of research carried out by the authors in industries and educational institutions add flavour to the book. Various examples are drawn from institutional experience, which make the understanding of the concepts easy. The special feature of this book is that every chapter has a case study, in addition to a

host of short questions and summary type questions. The questions for group discussion, practical exercises and net based exercises given at the end of every chapter are unique. Intended primarily as a textbook for engineering and management students, this book would also be useful for the in-house training of engineers and managers of various industries and organizations on TQM. The book may be effectively used as a resource material for quality professionals and consultants.

ISO 9000 series standards have changed the whole concept of quality management methods. ISO 9001:2008 QMS standard has been implemented and ISO 9000 series standards have been adopted as national standards or endorsed for use in 178 countries and economies. ISO 9001:2008 Quality Management System (QMS) is based on eight quality management principles and there are various internal and external benefits of implementing this standard, whether or not an organization goes for certification. This book provides the readers with an accessible and up-to-date introduction to the essentials of a quality management system, discusses what is in the ISO 9001:2008 QMS and shows how the organizations can implement this system. With the authors' extensive experience in QMS audit, training and advisory services, the book incorporates basic information on understanding and implementing ISO 9001:2008 QMS and highlights its importance towards making quality the fundamental business principle. The text contains plenty of practical tips and guidance on how to implement ISO 9001:2008 QMS in the real world. It discusses sample QMS procedures, emphasizes the importance of maintaining a value added internal audit system and highlights the necessity of developing the QMS documentation procedures. Apart from the regular BBA, MBA, and diploma courses in Total Quality Management, this book is also suitable for Management Development Programmes in Quality Management and ISO 9001 offered to professionals by many of the B-schools.

Total Quality Management: Key Concepts and Case Studies provides the full range of management principles and practices that govern the quality function. The book covers the fundamentals and background needed, as well as industry case studies and comprehensive topic coverage, making it an invaluable reference to both the novice and the more experienced individual. Aspects of quality control that are widely utilized in practice are combined with those that are commonly referred to on University courses, and the latest developments in quality concepts are also presented. This book is an ideal quick reference for any manager, designer, engineer, or researcher interested in quality. Features two chapters on the latest ISO standards Includes an introduction to statistics to help the reader fully grasp content on statistical quality control Contains case studies that explore many TQM themes in real life situations

In Indian context.

Maintenance of equipment, machinery systems and allied infrastructure comprises the ways and means of optimizing the available resources of manpower, materials, tools and test equipment, within a set of constraints, to help achieve the targets of an organization by minimizing the downtimes. Whether the goal is to produce and sell a product at a profit or is simply to perform a mission in a cost-effective manner, the maintenance principles discussed in this text apply equally to all such types of organizations. In consonance with the growth of the industry and its modernization and the need to minimize the downtimes of machinery and equipment, the engineering education system has included

maintenance engineering as a part of its curriculum. This second edition of the book continues to focus on the basics of this expanding subject, with a broad discussion of management aspects as well, for the benefit of the engineering students. It explains the concept of a maintenance system, the evaluation of its maintenance functions, maintenance planning and scheduling, the importance of motivation in maintenance, the use of computers in maintenance and the economic aspects of maintenance. This book also discusses the manpower planning and energy conservation in maintenance management. Presented in a readable style, the book brings together the numerous aspects of maintenance functions emphasizing the importance of this discipline in the engineering education. In this edition a new chapter titled, *Advances in Maintenance* (Chapter 21), has been included to widen the coverage of the book. Besides the students of engineering, especially those in streams of mechanical engineering and its related disciplines such as mining, industrial and production, this book will be useful to the practising engineers as well.

A fine blend of the three disciplines, viz. quality, reliability and maintainability, this book provides a clear understanding of the concepts and discusses their applications using statistical tools and techniques. The concepts are critically assessed and explained to enable their use for management decision-making. The book describes many current topics such as six sigma, capability maturity model integration (CMMI), process data management, reliability system models, repairable system models, maintainability assessment and design and testing concepts. It is intended as a textbook for the undergraduate students of Mechanical Engineering and Production and Industrial Engineering. The book will also be useful to the postgraduate students of Applied Statistics, Quality and Reliability, and Quality and Productivity Management as well as to the management and engineering professionals. **KEY**

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FEATURES : Provides charts and plots to explain the concepts discussed. Gives an account of most recent developments. Gives illustrations of practical situations where tools can be applied immediately. Interspersed with plenty of worked-out examples to reinforce the concepts. Includes chapter-end exercises to drill the students in self-study.

Project Management Handbook aims to help project managers imbibe these skills and deliver. It covers within its ambit project management techniques and practices employed for formulating a project and managing its scope and integration of scope-related parameters. Also organization, time resources, costs, quality, procurement, risks and information system are discussed. Besides this, it includes cases on engineering and construction to enable project managers appreciate the nuances of project management.

Transforming corporate organizations into high performance work systems poses formidable challenges to managers. It requires full use of resources, organizational structure and opportunities to achieve high levels of growth, productivity, profits, product quality and customer satisfaction. Such issues of organizational excellence are addressed in this book by eminent industry experts. High Performing Organisations-issues and challenges is a collection of selected research papers presented at the National Seminar at the Chhatrapati Shahu Institute of Business Education and Research (SIBER), Kolhapur.

Providing accessible coverage of the basics and practical aspects of total quality management, this book is intended for students of management and engineering. The text adopts a realistic approach to the teaching of the subject with the principal focus on the philosophy of total quality management and its role in today's world of fierce business competition. Discusses the mechanism of quality control, quality

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assurance and different types of quality control tools and their usage. Features the Japanese management philosophy, quality awards and standards. Presents the differences between total quality management and business process re-engineering and approaches to integrate them. Describes the various aspects of benchmarking, capability maturity model and customer relationship management.

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