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Emphasis on Total Quality Management: Chapters on Principles and Practices and Tools and Techniques of Total Quality Management. Introduces students to management technique early, providing a context for the specific quality tools, techniques, and standards that are presented later in the text.

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Total Quality Management , V.S.Bagad, Jan 1, 2008, Total quality management, 238 pages. Definition of quality, Dimensions of quality, Quality planning, Quality costs - Analysis techniques for quality costs, Basic concepts of Total Quality Management, Historical.

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