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Tourism  
Initiatives,  
Relationships

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Kanishka Bedi  
and Issues in  
the Asia-Pacific  
Region

This book  
presents a  
comprehensive  
view of  
concepts,  
principles and

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Quality  
Management  
practices of  
Total Quality  
Management (TQM)  
from basics  
through advanced  
tools and  
techniques for  
practical implem  
entation. It is  
well known that  
'Total  
Organization  
Involvement' in  
understanding

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Quality  
Management

and implementing  
TQM, along with  
the integrated  
business  
strategy,  
provided  
Japanese  
organizations  
with a strong  
platform for a  
meteoric rise to  
world-class  
performance and  
global

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Quality  
Management  
Leadership in  
every sphere of  
their operation.

The success of  
TQM therefore  
depends a lot on  
the strong  
foundation and  
infrastructure  
of an  
organization.

This is the crux  
of the author's  
theory of

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‘Holistic  
Management  
System for World-  
class  
Performance and  
Leadership’  
expounded in  
this book. It is  
a TQM-based  
model that helps  
create a world-  
class management  
system for  
performance

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excellence and  
global  
leadership. The  
concluding part  
of the book  
cites several  
examples of  
practical  
implementation  
of TQM  
principles and  
practices in  
various  
manufacturing



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Quality  
Management

and service  
sectors of the  
Indian industry,  
providing  
elaboration and  
analysis of each  
case study. The  
book is aimed at  
undergraduate  
and postgraduate  
students of  
management as  
well as students  
of most

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engineering  
disciplines. It  
can also be used  
by the  
industries as a  
valuable guide  
to continuous  
improvement and  
implementation  
of a world-class  
management  
system in line  
with the TQM  
principles and

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practices. In a nutshell, the book provides wide coverage of areas related to TQM and integrates all its processes, tools and techniques under one management system to help businesses grow and excel. This

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Quality Management  
is indeed the  
unique feature  
of the book.

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