



Total Quality Management: Key Concepts and Case Studies

By D. R Kiran

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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

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Editorial Review

About the Author

D.R Kiran has forty years of experience in both industry and academia. He has held a range of management positions including Planning Manager of Rallifan (CF division), World Bank Adviser/Instructor for Transport Managers in Tanzania, and the Principal of PMR Institute of Technology, Chennai. In Universities he has taught subjects including Total Quality Management, Professional Ethics and Maintenance Engineering Management. He is the author of 2 books, and numerous journal articles, and was presented with the coveted Bharat Excellence Award and Gold Medal for Excellence in Education in New Delhi in 2006.

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