

Implementing TQM in Small and Medium-Sized Organizations: A Step-by-Step Guide

Richard M. Hodgetts

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Small- and medium-sized companies need special help when it comes to implementing their own quality programmes. This hands-on guide provides them with real-life examples of American companies that have achieved quality improvement without big budgets. This book contains practices and experiences of the smaller companies which have won the Baldridge National Quality Award in order to give small companies a first-hand look at implementing quality programmes at a reasonable cost. It provides readers with: a realistic perspective of what they can accomplish in pursuing quality efforts; proven ideas for planning, implementing and keeping continuous improvement efforts alive; and suggestions for developing a recognition and reward system coverage of all the proven quality tools and techniques, including - JIT, cycle time reduction, benchmarking and continuous improvement.



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