The United States, as an industrialized nation, has no choice about whether to march in the total quality management parade. The only choice is whether it marches at the front, middle or end. DoD chooses to be at the front of the parade. It is turning the corner, and there is no looking back.

Excerpt from "Total Quality Management: A View from the Top."
Total Quality Management (TQM) in the Department of Defense is a strategy for continuously improving performance at every level, and in all areas of responsibility. It combines fundamental management techniques, existing improvement efforts, and specialized technical tools under a disciplined structure focused on continuously improving all processes. Improved performance is directed at satisfying such broad goals as cost, quality, schedule, and mission need and suitability. Increasing user satisfaction is the overriding objective. The TQM effort builds on the pioneering work of Dr. W.E. Deming, Dr. J.H. Juran, and others, and benefits from both private and public sector experience with continuous process improvement.

- Concept as presented in the TOTAL QUALITY MANAGEMENT MASTER PLAN published by the US Department of Defense, August 1988.
PREFACE

This revised and updated bibliography reflects selected books, documents, periodical articles, and videos on the subject of Total Quality Management (TQM). All the items are in the collection of the U.S. Army War College Library. For your convenience, we have added our call numbers at the end of each book, document, and video entry. (Keep in mind that call numbers vary from library to library.)

A special thank you goes to Mrs. Virginia Shope who graciously gave of her time and expertise to type this bibliography.

For additional information, please contact the Research and Information Services Branch, U.S. Army War College Library, DSN 242-3660 or Commercial (717) 245-3660.

JANE E. GIBISH, compiler
TOTAL QUALITY MANAGEMENT
A Selected Bibliography

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THE FUTURE

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The Library maintains subscriptions to the following periodicals which deal in a special way with TQM:

JOURNAL FOR QUALITY AND PARTICIPATION
QUALITY DIGEST
QUALITY PROGRESS
TOTAL ARMY QUALITY NEWSLETTER

VIDEORECORDINGS/SOUND CASSETTES


Vol. 2: The 14 Points.
Vol. 7: The Red Bead Experiment and Life.
Vol. 8: Lessons of the Red Bead Experiment.
Vol. 9: The Funnel Experiment.
Vol. 18: Competition Doesn’t Work: Cooperation Does.
Vol. 19: Profound Knowledge for Leadership.


 Pt. 1: Empowering Others.
 Pt. 2: Empowering Yourself.


 Based on the book of the same title by John Guaspari.


 The Library also has a 13 minute condensed version of this tape with Frank M. Tedesco as the executive producer. (VIDEO TS156 J8 1988)


To be used with the book entitled QUALITY WITHOUT TEARS: THE ART OF HASSLE-FREE MANAGEMENT, by Philip B. Crosby. (A copy of this book is located with the video.)

Pt. 2: Change to Survive: A Brand New Ballgame.
Pt. 3: How to Hit the Moving Target.


Pt. 1: Helping Your Team Succeed.
Pt. 2: Building Successful Teams.