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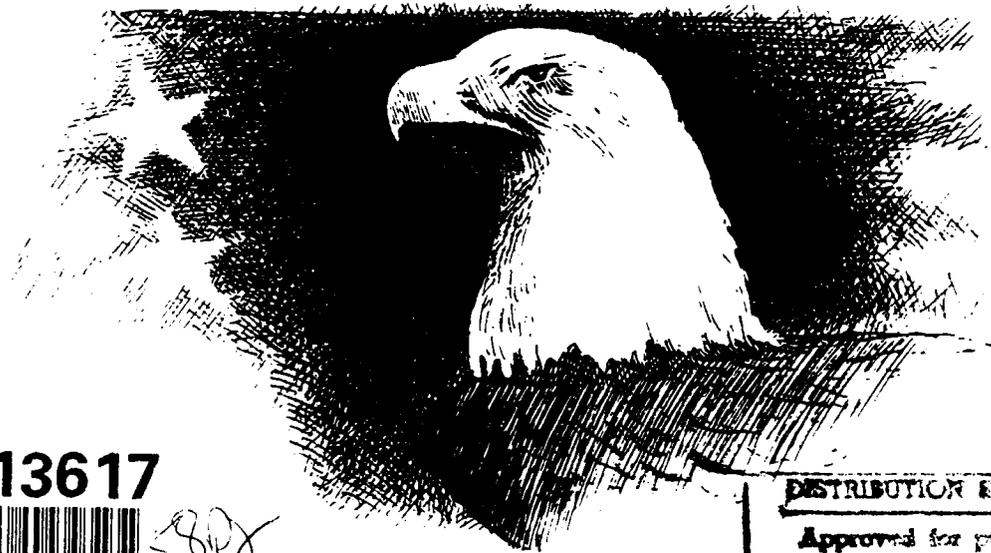
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Total Quality Management

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A Selected Bibliography



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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."
DEFENSE 91, January-February 1991, p. 15.

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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.

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TOTAL QUALITY MANAGEMENT

A Selected Bibliography

CONTENTS

Preface	i
Overview, Philosophy, and General Information	1
Materials By and About the Quality Masters or Their Ideas	3
Leadership/Management Aspects of TQM	7
Implementation	12
Training	16
Empowerment	17
Teams/Groups	19
Measurement/Quality Control Tools/Benchmarking	22
ISO 9000 Series	25
Customer Focus	27
Attitudes/Psychological Factors/Personal Improvement	29
Causes of TQM Failure	31
Reengineering	32
Awards/Recognition for Quality	33
TQM and the Department of Defense	35
TQM and Government	40
TQM and Business/Industry	43
TQM and Academia	47
Bibliographies/Resources	50
The Future	51
Periodicals Specializing in TQM Articles	52
Videorecordings/Sound Cassettes	52

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with Frank M. Tedesco as the executive producer. (VIDEO TS156
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QUALITY - OR ELSE, by Lloyd Dobyns. 3 pts. CC-M Productions. Chicago: Films Inc., 1991. (VIDEO TS156 Q82 1991 pt.1, pt.2, pt.3)
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Pt. 2: Building Successful Teams.