



Quality Management Systems: Building And Sustaining Performance Excellence (Operational Excellence Series Book 5)

Krasimir Kirov

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How to Develop, Implement, and Sustain a Performance Excellence Culture, Deliver Ever-Improving Value to Your Customers, and Improve Overall Organizational Effectiveness and Capabilities

Learn how to apply the basic principles of quality management and performance excellence, increase the effectiveness and efficiency of your processes, and improve the satisfaction of your customers and employees.

Written by a successful business improvement practitioner this no fluff e-book includes:

Learn the Five Perspectives of Quality

Understand the various perspectives from which quality is viewed in order to fully appreciate the role it plays in the many parts of a business organization – judgmental, product-based, user-based, value-based, and manufacturing-based.

Total Quality Principles, Practices, and Techniques

Principles are the foundation of the philosophy, practices are activities by which the principles are implemented, and techniques are tools and approaches that help managers and employees make the practices effective.

Over 35 Quality Management Tools Explained

Learn how and when to use the most effective methods and tools for attaining superior results – the seven basic quality tools, management and planning tools, process improvement tools, innovation and creativity tools, cost of quality, and lean tools.

Quality Management Philosophies, Practices, and Frameworks

Learn the foundations and principles of the philosophies of Deming, Juran, and Crosby. Find out more about the three frameworks that have had the most impact on quality management practices worldwide – the U.S. Malcolm Baldrige National Quality Award, international ISO, and Six Sigma.

Examine the Elements of a Quality Management System Framework:

Leading Practices for Leadership and Strategic Planning

Learn the role of leadership and strategic planning for quality and performance excellence. Leadership is the ability to positively influence people and under one's authority to have a meaningful impact and achieve important results. Strategy is the pattern of decisions that determines and reveals a company's goals, policies, and plans to meet the needs of its stakeholders.

Leading Customer-Focused Practices

Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements, and strive to exceed customer expectations.

Workforce Management – Learn How to Design, Manage, and Sustain High Performance Work Systems

The objectives of an effective workforce management system are to build a high-performance workplace and maintain an environment for quality excellence to enable employees and the organization to achieve strategic objectives and adapt to change.

Process Management Framework

Process design and management activities help to prevent defect and errors, eliminate waste and redundancy, and thereby leading to better quality and improved company performance through shorter cycle times, improved flexibility, and faster and more consistent customer response.

Designing Effective Performance Measurement Systems

In designing a performance measurement system, organizations must consider how the measures will support

senior executive performance review and organizational planning to address the overall health of the organization, and how the measures will support daily operations and decision making.

Downloadable Templates and Examples

A link to downloadable templates, examples and pictures you can use immediately throughout your quality management and performance excellence journey.

Learn how to build, develop and sustain an effective quality management and performance excellence culture required to become a world-class organization. Scroll up and grab your copy now.

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