

Making Quality Happen

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making quality happen presents a user friendly customer focused approach for implementing quality improvement process in any type of organisation the author draws upon personal experience of workin with over fifty different organisations and shows how to make quality an integral part of your professional life not an added or extraneous feature

quality is the major topic in international industry today and its importance will increase in the 1990s making quality happen presents a common sense step by step approach for implementing a quality improvement process in any type of organization the book utilizes quality as the strategic weapon that will help an organization achieve its overall objective by improving the organization s customer impact reducing its cost structure increasing its competitive market share and maximizing its employee productivity importantly the quality improvement process detailed by mcnealy makes quality an integral part of any organization and not an added or extraneous feature making quality happen is targeted at a broad audience of managers in all types of organizations around the world the concepts and recommended actions expounded are directly applicable to and have been implemented successfully in large and small organizations in the public private and non profit sectors this is a hands on action oriented instructive guide to implementing a quality improvement effort it is not a theoretical overly technical or academic treatise rather it is a proven recipe for winning the quality revolution

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descriptions of actual programs in action give teachers exposure to real situations in real settings

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appropriate for courses in services marketing in services marketing gon alves uncovers and examines how the marketing of services differs from that of products the text uses numerous cases and examples drawn from a variety of service settings to demonstrate and reinforce discussion of theoretical concepts

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