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Total quality management - Wikipedia

Total Quality Management Handbook John L. Hradesky / Hardcover - 712 pages (December 1994) McGraw Hill Text. Beyond ISO 9000 : How to Sustain Quality in a Dynamic ...

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Quality management - Wikipedia

The relationship between total quality management practices and their effects on firm performance

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NPRDC TR 89-3 December 1988 A TOTAL QUALITY MANAGEMENT PROCESS IMPROVEMENT MODEL
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