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performance is essential to organizations that operate in a globally competitive environment. MULTIPLE CHOICE: Circle the letter before the correct answer in each of the following ...

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excellent reminder for the things that have to be done. The “Soft” Side of TQM The investigation of the “soft” side of TQM resulted in the identification of nine (9) key principles most commonly found in quality management literature (Table 2). The first of these principles is that TQM, in contrast to previous quality management

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Dr. David Goetsch is a full professor of Quality, Safety, and Business Management. He is the author of 75 books, six of which have been translated into foreign languages including Korean, Indonesian, Spanish, and Malaysian.

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- Quality is a dynamic state associated with

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products, services, people, processes, and environments that meets or exceeds expectations and helps produce superior value - Goetsch and Davis (2010) The dictionary definition of quality is interesting, but does not really help in studying the area as it is too vague. This perhaps

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