

QUALITY MANAGEMENT

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P R E F A C E

The efforts of this book have been aimed at guiding the students of Management studying Quality Management as a discipline. The textual materials of the book have been divided into five units in accordance with the syllabus of Pondicherry University - Master of Business Administration students of third semester.

I would like to take this privilege as pleasure to express my heartfelt thanks to all persons involved on completion of this book. I would like to first give my sincere thanks to lord Shiva for providing me this opportunity to move forward in my career. I feel indebted to all those persons whose thoughts and guidance have been helpful in bringing out this book. An attempt has been made to give a clear picture of Quality Management concepts to the Management students and other students studying Quality as a discipline. I hope this book will be appreciated by the Business Administration students of Pondicherry University.

 *Dr. T. Swarnalatha Balamurugan*

ABOUT THE BOOK

This book consists of various topics of Quality Management. This book covers the theoretical view of Quality Management and is designed for Final year MBA students of Pondicherry University. The focus is on developing knowledge of basic concepts and practices of Quality Management, Six sigma, ISO, House of quality, Statistical Process control, Benchmarking and quality awards.

 *Dr. T. Swarnalatha Balamurugan*

This book is dedicated
to

LORD LALITHAMBIGAI

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