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# LIBRARY PATHFINDER

## Total Quality Management

### DEFINITIONS

#### **Total Quality Management**

- Management approach to long-term success through customer satisfaction (based on concepts developed by W. Edwards Deming and Joseph M. Juran) - TQM involves all members of an organization in continuously improving processes, products, and; services" (**Source:** <http://cunningham.acer.edu.au/mulcgi/index.htm>)
- Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be in adherence to established standards, such as the International Organization for Standardization's ISO 9000 series. (<http://searchcio.techtarget.com/definition/Total-Quality-Management>)

#### Use For :

- Continuous quality improvement
- Quality management, Total
- Total quality
- TQM (Total quality management)

### BOOKS

Circulation Section  
3<sup>rd</sup> Floor

Arthur, Jay (2011) **Lean six sigma for hospitals : simple steps to fast, affordable, flawless healthcare.** Cir 362.11068 Ar788

Besterfield, Dale H. (2003) **Total quality management.** 3<sup>rd</sup> ed. 658.4013 T717 2003

Bragg, Steven M. (2004) **Controller's guide to planning and controlling operations.** Cir 658.4013 B813

Brussee, Warren (2010) **Six sigma on a budget : achieving more with less using the principles of six sigma.** GSL/Cir 658.4013 B912

Brussee, Warren (2006) **All about sigma : the easy way to get started.** GSL/Cir 658.4013 B912

EI-Haik, Basem (2005) **Axiomatic quality : integrating axiomatic design with six-sigma, reliability and**

**quality engineering.** Cir 658.562 EI41

Evans, James R. (2014) **Quality & performance excellence : management, organization and strategy.** 7<sup>th</sup> ed. GSU/Cir 658.4013 Ev92 2014

Evans, James R. (2009) **Quality & performance excellence : management, organization, and strategy.** 5<sup>th</sup> ed. Cir 658.4013 Ev92 2009

Evans, James R. (2005) **An introduction to six sigma & process improvement.** GSL/Cir 658.562 Ev92

Evans, James R. (2014) **Total quality management.** 9<sup>th</sup> ed. Cir 658.4013 Ev92 2014

Evans, James R. (2014) **Managing for quality and performance excellence.** 9<sup>th</sup> ed. Cir 658.4013 Ev92 2014

Evans, James R. (2011) **The management and control of quality.** 8<sup>th</sup> ed. Cir 658.562 Ev92 2011

Evans, James R. (2003) **Total quality : management, organization and strategy.** 3<sup>rd</sup> ed. 658.4013 Ev92 2003

Ford, Robert C. (2012) **Total quality management for hospitality and tourism.** Cir 647.940684 F711

Ford, Robert C. (2012) **Total quality management for hospitality and tourism.** Cir 647.940684 F711

Giltow, Howard S. (2005) **Quality management.** Cir 658.4013 Q1 2005

Goetsch, David L. (2012) **Quality management for organizational excellence : introduction to total quality.** 7<sup>th</sup> ed. GSU/Cir 658.4013 G599 2012

Goetsch, David L. (2010) **Quality management for organizational excellence : introduction to total quality.** 6<sup>th</sup> ed. Eng'g/Cir 658.4013 G599 2010

Goetsch, David (2006) **Quality management : introduction to total quality management for production processing and services.** 5<sup>th</sup> ed. Cir 658.4013 G599 2006

Goetsch, David (2000) **Quality management : introduction to total quality management for production processing and services.** 3<sup>rd</sup> ed. GSL/Cir 658.4013 G599 2000

Gupta, N. Srinivasa (2009) **Total quality management.** 2<sup>nd</sup> ed. 658.562 G977 2009

Jain, P.L. (2001) **Quality control and total quality management.** Cir 658.4013 J25

Jugulum, Rajesh (2008) **Design for lean six sigma : a holistic approach to design and innovation,** Cir 658.4013 J93

Oakland, John S. (2014) **Total quality management and operational excellence : text with cases.** 4<sup>th</sup> ed. Cir 658.4013 Oa11 2011

Oakland, John S. (2003) **Total quality management : text with cases.** 3<sup>rd</sup> ed. 658.4013 Oa11 2003

Mauch, Peter D. (2010) **Quality management : theory and applications.** Cir 658.4013 M447

Sower, Victor E. (2011) **Essentials of quality : with cases and experiential exercises.** Cir 658.4013 So731

*Graduate School Section*  
*2<sup>nd</sup> Floor*

Hamson, Ned (2002) **Managing quality.** GSL 658.562 H232

## THESIS

Graduate School Section  
2<sup>nd</sup> Floor

Mendoza, Josephine Concepcion (2010) **Total customer satisfaction in restaurant operations : a total quality management approach for Tollhouse Food and Services Incorporated.** Thesis 658.812 M539

Rotea, Jordan L. (2006) **A comprehensive analysis of the existing quality system of the administrative services cluster of Holy Angel Univresity (Angeles City) : towards improved quality system model.** Thesis 658.4013 R843

Torres, Gilbert (200?) **Improving the total quality service of e-business services, Inc..** Thesis 658.4013 T693

## ELECTRONIC JOURNALS

Accessible thru HAU Library Webpage  
Proquest Central

- The Quality Management Journal
- The TQM Magazine
- Global Journal of Flexible Systems Management
- International Journal of business Management

## ELECTRONIC BOOKS

Accessible thru HAU Library Webpage  
EBRARY

- Shridhara, Bhat K.(2010) **Total quality management**
- Lal, H. (2008) **Organizational excellence through total quality management**
- Naidu, N.V. R. (2006) **Total quality management**

## INTERNET RESOURCES

Multimedia and Internet Workstation  
2<sup>nd</sup> and 3<sup>rd</sup> Floor, University Library

### **iSixSigma Quality and Management Resources**

[Retrieved January 17, 2014] <http://www.isixsigma.com/>

“Includes articles, tools and resources for implementing Six Sigma quality, total quality management, ISO9000, and process improvements programs.”

### **Total Quality Management (TQM)**

[Retrieved January 17, 2014] <http://www.managementhelp.org/quality/tqm/tqm.htm>

“Categories of information include various perspectives on TQM, related library links and on-line discussion groups.”

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**Total Quality Management** from Questia

Retrieved January 17, 2014 from

<http://www.questia.com/library/economics-and-business/business/management/total-quality-management.jsp>

Questia is the first online library that provides 24/7 access to the world's largest online collection of books and journal articles in the humanities and social sciences, plus magazine and newspaper articles. You can search each and every word of all of the books and journal articles in the collection. You can read every title cover to cover. This rich, scholarly content -- selected by professional collection development librarians -- is not available elsewhere on the Internet. Undergraduate, high school, graduate students, and Internet users of all ages have found Questia to be an invaluable online resource. Anyone doing research or just interested in topics that touch on the humanities and social sciences will find titles of interest in Questia.

**Deming's 14 point philosophy : a recipe for total quality**

Retrieved October 6, 2015 from [https://www.mindtools.com/pages/article/newSTR\\_75.htm](https://www.mindtools.com/pages/article/newSTR_75.htm)

This site teaches you the skills you need for a happy and successful career; and this is just one of many tools and resources that you'll find here at Mind Tools.

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Compiled by:

**Reference and Information Section**

*2<sup>nd</sup> Floor, University Library  
Tel. Nos. 888-8691 loc. 1458*

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