



The Five Pillars of TQM: How to Make Total Quality Management Work for You (Truman Talley)

Bill Creech

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In this landmark book, Bill Creech reveals what's wrong with the traditional American management style - and as its replacement prescribes a "Five Pillar" form of TQM that can provide businesses the decisive competitive edge they will need to survive and to prosper as globalization unfolds.



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