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D.H. Stamatis



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Marchington, 1998-01-01 In this book the authors relate Total Quality Management TQM to the broader organisation and environment in the context in which TQM is located bringing in consideration of organisational culture and structure of employee relations and the balance of power between management and employees and the role of Human Resource Management This involves a critical appraisal of TQM considering both the way in which employees perceive its operation in practice and the question of who gains what from TQM

Human Dimensions for Total Quality Management

Nayantara Padhi, Sasmita Palo, 2005 The Hunt For Quality Has Become The One And Only One Strategic Force Leading To Organisational Success And Growth In Both National And International Markets In The New Age Of Globalisation The Organisations Which Will Succeed Are Those That Can Uphold A Dedication To Total Quality In Each And Every Organisational Function In This Perspective Managing People Effectively And Decorously Has Become More Indispensable Than Before People Are The Major Basis Of Any Organised Endeavour No Matter How Sophisticated The Quality Strategy Of The Organisation Is It Won T Pass With Flying Colours Unless People Are Earnestly Involved And Committed To It People Are Inexorably The Key To Achieve Quality The Purpose Of The Present Book Is To Assist The Academics Researchers And In Particular Practitioners To Comprehend And Manage People In Their Endeavour To Achieve Quality The Book Is Based Upon The Research Work Of The Authors On Human Dimension Of Total Quality Management Conducted At Rashtriya Ispat Nigam Limited Vishakhapatnam Steel Plant Which Is A Quintessence Of Successful Implementation Of Tqm Programme In The Indian Organisations It Is A Minutiae Of The Strategic Concepts Tools And Techniques Of Tqm And Contemplates The Core Issue Of Tqm And Human Resource Interface The Thrust Of The Book Is To Look At How Tqm Is Practised In Indian Organisations With An Accentuated Emphasis On The Role Of Hr Professionals And Various Human Factors Diverse Challenges Brazen Out By Hr Professionals In The Course Of Tqm Implementation Etc The Presentation Made In This Book On Its Face May Appear To Be Limited As It Is Based Upon The Findings Of A Study Carried Out In A Single Organisation

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