



Quality Management for Organizational Excellence: Introduction to Total Quality (7th Edition)

By David L. Goetsch, Stanley Davis



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- Sales Rank: #294817 in Books
- Brand: Brand: Prentice Hall
- Published on: 2012-01-13
- Original language: English
- Number of items: 1
- Dimensions: 10.90" h x .90" w x 8.60" l, 2.40 pounds
- Binding: Hardcover
- 480 pages

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About the Author

David Goetsch, Ph.D., was recognized as Technical Instructor of the Year by the U.S. Department of Education in 1984. In 1986, he was honored as Technical Educator of the Year by the Florida Vocational Association. A member of the American Management Association, the Florida Association of Community Colleges, and the American Society for Quality, Goetsch currently serves as vice president and professor emeritus at Northwest Florida State College.

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