

REFERENCESE

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- 3- Creech, Bill. **The Five Pillars of TQM: How to Make Total Quality Management Work for You.** New York, Truman Talley Books, 1994. 549 p.
the five pillars are: product, process, organization, leadership, and commitment.
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- 5- Dobyons, Lloyd and Crawford-Mason, Clare. **Quality or Else: The Revolution in World Business.** Boston, Houghton Mifflin, 1991. 309 p.
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- 10- **International Quality Study: The Definitive Study of the Best International Quality Management Practices: Top-Line Findings.** Cleveland, American Quality Foundation, 1991. 52 p.
Examines the quality management practices of four industries in four countries.
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- 11- Lickson, Jeffrey. **The Continuously Improving Self: A Personal Guide to TQM.** Los Altos, CA, Crisp Publications, 1992. 101 p.
Offers information on how to personally apply quality principles to produce quality relationships, etc.
Book call no.: 158.1 L711c
- 12- Mahoney, Francis Xavier. **The TQM Trilogy: Using ISO 9000, the Deming Prize, and the Baldrige Award to Establish a System for Total Quality Management.** New York,

American Management Association, 1994. 228 p.

Book call no.: 658.562 M214t

13- Mann, Nancy. **The Keys to Excellence: The Story of the Deming Philosophy.** 2nd ed. Los Angeles, Prestwick Books, 1987. 183 p.

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14- McCloskey, Larry A. and Collett, Dennis N. **TQM, A Basic Text: A Primer Guide to Total Quality Management.** Methuen, MA, Goal/QPC, 1993. 150 p.

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15- Miller, William C. **Quantum Quality: Quality Improvement Through Innovation, Learning, and Creativity.** New York, AMACOM, 1993. 180 p.

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16- Ross, Joel E. **Total Quality Management: Text, Cases, and Readings.** Delray Beach, FL, St Lucie Press, 1993. 325 p.

Book call no.: 658.562 R824t

17- Russell, James P. **The Quality Master Plan: A Quality Strategy for Business Leadership.** Milwaukee, Quality Press, 1990. 138 p.

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18- Sashkin, Marshall and Kiser, Kenneth J. **Total Quality Management.** Seabrook, MD, Ducochon Press, 1991. 179 p.

Covers the definition, cultural basis, how to create and lead a TQM culture, tools, techniques, resources, etc.

Appendix B: The Baldrige Award, pp 159-168.

Book call no.: 658.562 S252t

19- Saylor, James H. **TQM Field Manual.** New York, McGraw-Hill, 1992. 232 p.

Includes sections that discuss what TQM is, the improvement methodology, the phases of TQM planning, and TQM in the Department of Defense.

Book call no.: 658.562 S275t

20- Schaaf, Dick and Kaeter, Margaret. **Pursuing Total Quality: 101 Logical Ways to Improve Quality for Customers; Without Hiring a Guru, Attending Countless Meetings or Spending Thousands of Dollars.** Minneapolis, MN, Lakewood Publications, 1992. 124 p.

Book call no.: 658.562 S291p

21- Scherkenbach, William W. **The Deming Route to Quality and Productivity: Road Maps and Roadblocks.** Washington, CEEP Press Books, 1992. 1 vol.

Book call no.: 658.562 S326d 1992

22- Shiba, Shaoji and others. **A New American TQM: Four Practical Revolutions in Management.** Cambridge, MA, Productivity Press, 1993. 574 p.

Grouped under four sections (the four revolutions): focus on the customer, continuous improvement, total participation, and societal networking

Book call no.: 658.562 S555w

23- **Total Quality: An Executive's Guide for the 1990's**, edited by Ernest C. Huge. Homewood, IL, Business One Irwin, 1990. 248 p.

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24- Zuckerman, Marilyn R. and Hatala, Lewis J. **Incredibly American: Releasing the Heart of Quality**. Milwaukee, WI, ASQC Quality Press, 1992. 283 p.

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25- Harrington, H. James. **The Improvement Process: How America's Leading Companies Improve Quality**. New York, McGraw-Hill, 1987. 239 p.

Book call no.: 658.562 H299i

26- **Developing New Products with TQM**, Charles D.Gervirtz, P.E,C.Q.E

27- **Making Total Quality Happen**, edited by Frank Caropreso. New York, Conference Board, 1990. 90 p.

Offers articles focusing on the customer as the key to competitiveness, nurturing quality throughout the organization, global development, the strategic planning link, and winning the Baldrige Award.

Book call no.: 658.562 M235