



The Handbook for Quality Management, Second Edition: A Complete Guide to Operational Excellence

Thomas Pyzdek, Paul Keller

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The definitive guide to organizational excellence--completely updated

Fully revised for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/QE) Body of Knowledge, *The Handbook for Quality Management: A Complete Guide to Operational Excellence*, Second Edition offers in-depth guidance on effectively applying the principles of quality management in today's business environment and delivering superior results. Designed to help you prepare for and pass the ASQ CMQ/QE exam, this authoritative volume also serves as an essential on-the-job reference.

Coverage includes:

- Business-integrated quality systems
- Organizational structures
- The quality function
- Approaches to quality
- Customer-focused organizations
- Integrated planning
- Strategic planning
- Understanding customer expectations and needs
- Benchmarking
- Organizational assessment
- Process control
- Quantifying process variation
- Quality audits
- Supply chain management
- Continuous improvement
- Effective change management
- Six Sigma methodology, including detailed descriptions of the DMAIC and DMADV approaches
- Management of human resources
- Motivation theories and principles
- Management styles
- Resource requirements to manage the quality function

Over the past 40 years, the quality management discipline has undergone steady evolution from disparate quality assurance efforts to strategic, business-integrated functions. Today's quality manager must be able to plan and implement measurable, cost-effective process-improvement initiatives across the organization.

Written by two of the foremost authorities on the subject and fully updated for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge, *The Handbook for Quality Management*, Second Edition provides an operational guide to the proper

understanding and application of quality management in the current business environment. It serves as a primary reference source for an organization's quality program and for anyone seeking to pass the CMQ/OE exam, given by the ASQ.

The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition:

- Clearly defines quality management principles and their application within a cross section of industries
- Integrates the application of Theory of Constraints, Six Sigma, and Lean thinking into the Quality Management discipline
- Contains detailed methods for planning, including customer needs recognition, benchmarking, and organizational assessments
- Discusses controls such as statistical process control, audits, and supply chain management
- Explains the stages of continuous improvement
- Incorporates classic motivation theory with more current management practices advocated by Joiner, Senge, and Deming, among others
- Features simulated and past exam questions to help you study for the ASQ CMQ/OE exam with answers that can be found at www.mhprofessional.com/HQM2

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Mike Hodges:

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Mark McKinney:

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