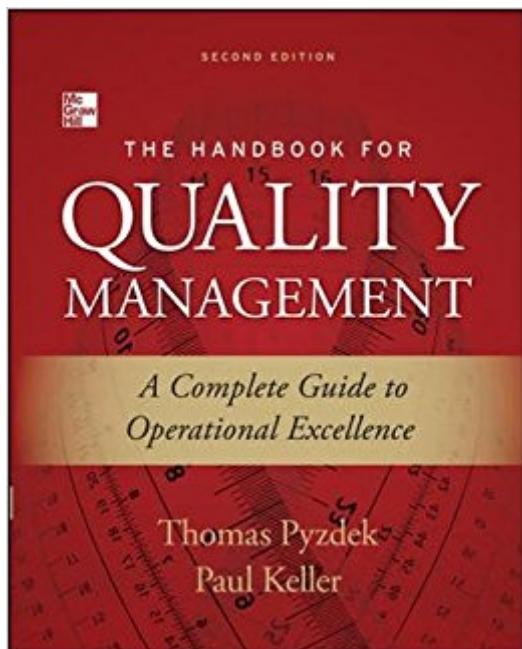


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# The Handbook For Quality Management, Second Edition: A Complete Guide To Operational Excellence



## Synopsis

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

## Book Information

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## Customer Reviews

Thomas Pyzdek is a Six Sigma consultant with more than 40 years of experience in the field. His clients include Ford, McDonald's, Intuit, Boeing, Seagate, Avon Products, and many other companies. Mr. Pyzdek is a recipient of the American Society for Quality Edwards Medal for outstanding contributions to the practice of quality management and the E.L. Grant Medal for outstanding leadership in the development and presentation of meritorious educational programs in quality. He has also received a Lean Six Sigma Leadership award from the American Quality Institute. Paul Keller is President and Chief Operating Officer with Quality America, Inc. He has developed and implemented successful Six Sigma and quality improvement programs in service and manufacturing environments. He is the author of several books, including The Six Sigma Handbook, Third Edition (coauthor), and Six Sigma Demystified.

This book has complete overview and detailed quality management techniques and processes.

This is a great book that should be included in the personal library or any Quality Professional. Its

worth it

Book is much better construction for reading learning than the handbook, but not a replacement. Having the read along helps with the rote memorization that is needed to pass the MQM certification exam.

Was good and on time.

Did not meet my expectations. Thought it would cover more detail around the quality analytical tools.

great source of knowledge for beginners as myself

for school

Based on the book's title, I had expected a how-to reference in which a Quality manager could find guidance in meeting the actual challenges of the job, such as, for example, organizing recalls. But "recall" is not in the index. What this book is, instead, is a primer for the ASQ's CMQ/OE exam (Certified Manager of Quality/Organizational Excellence). Since I don't intend to take this exam, I did not study it cover to cover, but I spot-checked its technical content, and searched it for the answers that I felt a handbook of quality management should provide. I didn't find anything technically wrong with what I read, and therefore I assume the book does a good job of exam preparation. I only give it four stars because I feel the title is misleading. What is the role of a Quality department? Besides emergency response and recalls, it usually includes maintaining the required certifications for the plant or the company, calibrating the instruments and gauges used throughout the organization, tracking the implementation of mistake-proofing devices, auditing the quality practices of the production organization, communicating with customers about problem reports, coaching suppliers, performing failure analysis on field returns, etc. I couldn't find any concrete, actionable pointers in these areas in the book. On the other hand, I could find Maslow's hierarchy of needs, Drum-Buffer-Rope (DBR) scheduling, and other topics whose specific relevance to quality management is not obvious to me. A Quality manager has to know what kind of people should be working in his or her department, how many of them there should be, and what their career paths should be. Human Resource management is Part V of the book, but it is all general theories about

motivation, management styles, and performance appraisals. Again, if this is the material needed to pass the CMQ/OE exam, then it is useful to candidates at that exam. But it is, at best, deep background for a manager running a quality department, and it doesn't provide what he or she actually needs.

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