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PRINCIPLES OF QUALITY COSTS Financial Measures for Strategic Implementation of Quality Management  
FOURTH EDITION Douglas C. Wood, editor Sponsored by the American Society for Quality Quality  
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### **Quality management principles - ISO**

1. Trends in total quality management (TQM), Chapter 1, page 2. Quality as a competitive priority, Chapter 2, page LEARNING OBJECTIVES CHAPTER OUTLINE CHAPTER After studying this chapter you should be able to Explain the meaning of total quality management (TQM). Identify costs of quality. Describe the evolution of TQM.

### **CHAPTER Total Quality Management - Homepage | Wiley**

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