



Total Quality: Management, Organization and Strategy

By James R. Evans, Jr. James W. Dean

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This book has three objectives in mind for managers and business professionals: 1) to familiarize managers with the basic principles and methods associated with total quality management; 2) to show managers how these principles and methods have been put into effect in a variety of organizations; and, 3) to illustrate the relationship between TQM principles and the theories and models studied in management practice.

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Editorial Review

About the Author

James R. Evans is professor in the Department of Operations, Business Analytics, and Information Systems in the Lindner College of Business at the University of Cincinnati. His service includes president of the Decision Sciences Institute 1997-1998 and 11 years on the Board of Examiners and Panel of Judges for the Malcolm Baldrige National Quality Award. He has been Editor of the Quality Management Journal, published by the American Society for Quality, and served on editorial boards of numerous other journals. Dr. Evans has published more than 90 refereed papers and more than 30 editions of books. During the annual Quality Congress in May 2004, The American Society for Quality presented Dr. Evans and co-author Bill Lindsay with the Philip B. Crosby Medal for writing THE MANAGEMENT AND CONTROL OF QUALITY, 6E. The Crosby medal was presented "for authoring a distinguished book contributing significantly to the extension of the philosophy and application of the principles, methods, and techniques of quality management."

James W. Dean Jr. is Associate Professor of Management and Associate Dean in the Master of Business Administration Program at the Kenan-Flager Business School at the University of North Carolina-Chapel Hill. He received the BA degree from Catholic University, and MS and Ph.D. degrees from Carnegie Mellon University. His areas of expertise include international management, leadership, organizational change, quality management and strategic management. Over the past two years he has led a comprehensive review of the MBA Program at UNC using the Education Criteria for Performance Excellence from the Malcolm Baldrige Award program. The review will set a vision and strategic plan for the next decade and identify areas of concentration for the MBA students. Professor Dean has been a consultant with Alcoa, Corning, DuPont, GE, Honeywell and Westinghouse. He has served as a Senior Examiner for the Malcolm Baldrige National Quality Award, and is a former director of the National Science Foundation's Transformations to Quality Organizations program.

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