

# Understanding, Managing And Implementing Quality - , David Preece

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This book considers strategic aspects of quality management and self-assessment frameworks, and provides an in-depth examination of a number of the main quality improvement tools and techniques. Incorporating a critical orientation and drawing upon original case studies, it also reviews the implementation of a variety of quality management programmes in a range of organizational contexts, including manufacturing, higher education, health care, policing and retailing. Publisher: Routledge  
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