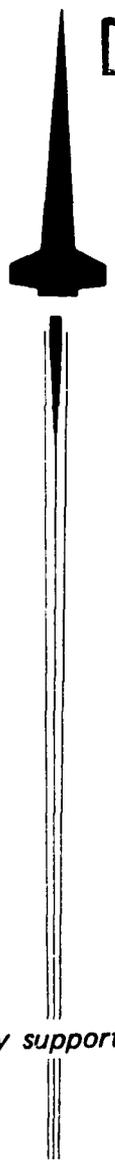


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TOTAL QUALITY MANAGEMENT
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PREFACE

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TABLE OF CONTENTS

PREFACE	
BOOKS	1 - 9
BOOKS SUBJECT INDEX	10 - 13
CONFERENCE PROCEEDINGS	14 - 28
PERIODICALS	29 - 53
TECHNICAL REPORTS	54 - 56

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BOOKS

AUTOMOTIVE INDUSTRY

37
38
50
51
52

BUSINESS-MANAGEMENT

7
21
27
55

CASE STUDIES

18
39
44
46
52
53
54
57

CLOTHING INDUSTRY

54

CONDUCT OF LIFE

23
33

DEMING PHILOSOPHY

7
8
9
13
33
35
44
60

DEMING PRIZE

12

FOOD INDUSTRY

40
54

HANDBOOK

4
27

INDUSTRIAL INDUSTRY

48
60

INDUSTRIAL PRODUCTION

11

INVENTORY CONTROL

51

JIT

20
38
45
49
51

JUST-IN-TIME

40
46

KAIZEN

20

LABOR PRODUCTIVITY

44

LABOR RELATIONS

47

LEADERSHIP

31

LUMBER INDUSTRY

54.

MANAGEMENT

17
18
23
24
25
29
31
32
35
39
40
47
48
55
56
57
60

MANUFACTURING

45
47

MANUFACTURING INDUSTRY

46
49
51
52

MATHEMATICS

9

MIDDLE MANAGEMENT

45

ORGANIZATION

31

PHOTOGRAPHIC INDUSTRY

22

PROCESS CONTROL

8

PROCUREMENT

2

PRODUCT DEVELOPMENT

26

PRODUCTION

37

PRODUCTION CONTROL

4

12

29

49

51

53

54

57

58

PRODUCTIVITY

20

QFD

30

QUALITY CONTROL

7

8

10

12

20

21

26

27

29

34

45

53

55

	57
	59
QUALITY FUNCTION DEPLOYMENT	
	30
QUALITY MANAGEMENT	
	11
QUALITY TEAM	
	59
SAMPLING--STATISTICS	
	9
STATISTICAL QUALITY CONTROL	
	58
STATISTICS	
	9
SUCCESS	
	13
TECHNOLOGY-MANUFACTURING	
	46
THEORY	
	33
	38
	39
	52
WCM	
	47

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