PERFORMANCE EXCELLENCE

IMPLEMENTATION RESOURCES

Quality & Learning Organizations/Web Sites

American Society for Quality
The *American Society for Quality (ASQ)* is a professional, nonprofit organization with 117,000 individual and 1,100 corporate members from around the world. The organization assists with the *Baldrige Award* application review process, preparation of award documents, publicity, and information transfer. The *ASQ* web site provides a government division, links to quality related sites, a quality magazine, a quality information center, best practices, articles and more.

Resource Type:	Professional Organization
Address:	American Society for Quality
	600 North Plankinton Avenue
	P.O. Box 3005
	Milwaukee, WI 53203-3005
Phone:	800-248-1946
Fax:	414-272-1734
E-mail:	help@asq.org
URL:	http://www.asq.org/

Baldrige National Quality Program
Congress established the *Baldrige National Quality Program* in 1987 to recognize U.S. organizations for their achievements in quality and performance and to raise awareness about the importance of quality and performance excellence as a competitive edge. The *Baldrige Award* is given by the President of the United States to businesses—manufacturing and service, small and large—and to education and health care organizations that apply and are judged to be outstanding in seven areas: leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management, and business results. Three awards may be given annually in each of these categories: manufacturing, service, small business, and, starting in 1999, education and health care (the *BNQP* is currently developing a public sector category). While the *Baldrige Award* and the *Baldrige* recipients are the very visible centerpiece of the U.S. quality movement, a broader national quality program has evolved around the award and its criteria. The *U.S. Commerce Department's National Institute of Standards and Technology (NIST)* manages the *Baldrige National Quality Program* in close cooperation with the private sector.

Resource Type:	Quality Awards Program
Address:	Baldrige National Quality Program NIST
	100 Bureau Drive, Stop 1020
	Gaithersburg, MD 20899-1020
Phone:	301-975-2036
Fax:	301-975-2036
E-mail:	baldrige@nist.gov
URL:	www.quality.nist.go

Center for Quality Management
The *Center for Quality of Management (CQM)* is an international, nonprofit organization formed to promote learning through educational programs, advising services, research initiatives, and networking events. *CQM* builds upon a foundation of TQM and addresses the three areas critical to long-term business success: planning, operations, and managing change. The web site provides an on-line journal and links to other resources.

Resource Type:	Professional Organization
Address:	CQM a Division of GOAL/QPC

	12 Manor Pkwy
	Salem, NH 03079
Phone:	800-643-4316 or 603-893-1944
E-mail:	service@goalqpc.com
URL:	http://www.cqm.org/index.html

Council on Competitiveness

The *Council on Competitiveness*, founded in 1968, is a nonprofit organization of chief executives from business, higher education, and organized labor who have joined together to pursue a goal: to improve the ability of American companies and workers to compete more effectively in world markets, while building a rising standard of living. The Council published the Report *"Building on Baldrige: American Quality for the 21st Century"*, available along with other recent publications and reports on their web site.

Resource Type:	Professional Organization
Address:	Council on Competitiveness
	1500 K Street, NW
	Suite 850, Washington, D.C. 20005
Phone:	202-682-4292
Fax:	202-682-5150
E-mail:	communications@compete.org
URL:	http://www.compete.org

ERIC Educational Resources Information Center

ERIC, a national education information network, is part of the National Library of Education, U.S. Department of Education. The goal of *ERIC* is to identify, select, process, and disseminate information in education. The *ERIC* system consists of 16 clearinghouses, each serving a specialized field of education; adjunct clearinghouses on specific aspects of education; and support services. *ERIC* components offer products and services including *ERIC Digests*, major publications, user products, bibliographies, referrals, and computer searches.

Resource Type:	Information Network
Address:	ERIC Project
	c/o Computer Sciences Corporation
	655 15th St. NW, Suite 500
	Washington, DC 20005
Phone:	800-538-3742
URL:	http://www.eric.ed.gov/

Free Quality Resource Site

From Geocities.com, a web site geared toward quality in the manufacturing industry but filled with a variety of free online quality resources for anyone interested in quality and continuous improvement.

Resource Type:	Web Site
URL:	http://www.qualitytimes.co.in/index.html

Hogan Center for Performance Excellence

Focused on helping organizations, teams and individuals achieve and sustain excellence, the *Hogan Center* is a performance excellence organization that offers a wide variety of quality implementation services. Founded in 1987 by Warren Hogan to assist a group of companies in the implementation of Total Quality Management (TQM), the *Hogan Quality Consortium* has become the *Hogan Center for Performance Excellence* specializing in Leadership and Planning, Customers and Markets, Information and Analysis, Human Resources, and Systems and Processes. In 2001 the Hogan Center founded the Center for Workforce Excellence to focus on meeting the needs of workforce development.

Resource Type:	Consulting Organization
Address:	The Hogan Center for Performance Excellence

	1333 Corporate Drive, Suite 350
	Irving, TX 75038
Phone:	800-881-0827
	972-406-1976
Fax:	972-406-2922
URL:	http://www.hogancneter.com

The Madison Area Quality Improvement Network (MAQIN)

MAQIN is a membership organization based in Madison, Wisconsin, dedicated to helping individuals and organizations work and learn effectively. Portions of the website are open to the public and other portions are open to members only. Site offers information on a variety of books, videos and publications about quality and continuous improvement.

Resource Type:	Organization/Web Site
Address:	2909 Landmark Place
	Madison, WI 53713
Phone:	608-277-7800
Fax:	608-277-7810
Email:	info@maqin.org
URL:	www.maqin.org

The Organizational Development Institute

The *Organization Development Institute* is a non-profit educational association organized in 1968 to promote an understanding of the field of Organization Development. Every year ODI publishes *The International Registry of O.D. Professionals and O.D. Handbook*, and the organization meets at least twice a year, both inside and outside the USA, to keep its members and the public informed on recent developments in O.D.

Resource Type:	Professional Organization
Address:	The Organization Development Institute
	11234 Walnut Ridge Road
	Chesterland, OH 44026 USA
Phone:	440-729-7419 (alt. 440/461-4333)
Fax:	440-729-9319
Email:	DonWCole@aol.com
URL:	http://www.odinstitute.org

The Organizational Development Network

The *Organization Development Network (OD Network)* is a learning community that develops, supports, and inspires practitioners and enhances the body of knowledge in human organization and systems development. Members of the Organization Development Network are practitioners representing a range of professional roles in a wide variety of organizations. About half the members are employed by private industry, non-profit organizations, and government agencies. The other half operate their own consulting firms, engage in private practice, and/or teach. The *OD Network* is the largest U.S.-based organization for OD practitioners. While the majority of its members are from the U.S., the organization has members from more than 90 countries worldwide.

Resource Type:	Professional Membership Organization
Address:	Organization Development Network
	71 Valley Street, Suite 301
	South Orange, NJ 07079-2825
Phone:	973-763-7337
Fax:	973-763-7488
Email:	odnetwork@ODNetwork.org
URL:	http://www.ODNetwork.org

QFD Institute

The QFD Institute was created to research and develop state-of-the-art methods, tools, and training. It is a non-profit organization that is by and large operated by volunteers. *Quality Function Deployment (QFD)* links the needs of the customer (end user) with design, development, engineering, manufacturing, and service functions. It helps organizations seek out both spoken and unspoken needs, translate these into actions and designs, and focus various business functions toward achieving this common goal.

Resource Type: Professional Organization
Address: The QFD Institute
1140 Morehead Ct.
Ann Arbor, MI 48103
Phone: 734-995-0847
Fax: 206-203-0733
Email: qfdi@qfdi.org
URL: http://www.qfdi.org

Society for Organizational Learning (SOL)
Founded at MIT in 1991, the *Society for Organizational Learning* is a membership organization designed to foster collaboration among corporations committed to fundamental organizational change and advancing the state of the art in building learning organizations. *SOL* is a global learning community dedicated to building knowledge. Through network sponsorship, community building, training, and resource development *SOL* aims to discover, integrate and implement theories and practice for the development of people, their networks, and their institutions.

Resource Type: Organization/Web Site
Address: PO Box 381050
Cambridge, MA 02238
Phone: 617-300-9500
Fax: 617-812-1257
Email: info@solonline.org
URL: http://www.solonline.org/

Southern Center for Organizational Excellence (SCOE)
SCOE is a non-profit, membership organization at *Georgia State University* devoted to knowledge sharing. *SCOE* brings diverse organizations together to learn from each other. Membership consists of about 200 organizations representing business, education, government and non-profit communities. *SCOE* offers the following: a variety of forums to interact with Quality Practitioners; opportunities to evaluate the services of consultants, trainers, and educators; listing in and copy of membership directory; access to the *SCOE* Quality library, and more.

Resource Type: Professional Organization
Address: 120 Courtland St., Suite 400
Atlanta, GA 30303-3083
Phone: 404-651-0059
Fax: 404-651-0841
URL: www.atlantaquality.org

The BizTech Network
The *BizTech Network* is a portal and global knowledge network for business, information, technology, and knowledge managers, professionals and entrepreneurs. Site offers knowledge management, organizational learning and learning organization portals.

Resource Type: Web Site
URL: www.brint.com

Continuous Quality Improvement (CQI) Server
From the *Department of Engineering at Clemson University*, this site offers access to a wide variety of files (most are not restricted) dealing with quality improvement and education in quality. Among a variety of

excellence resources you will find the *Community quality Electronic Network (CQEN),* the *Deming Electronic Network (DEN)*, The *Public Sector Continuous Improvement* and *Public Sector Network* , and *Total Quality Management* files in a variety of fields.

Resource Type: Web Site
URL: http://www.clemson.edu/ces/

Customer Focused Continuous Improvement Site
A continuous improvement site with a variety of great resources.
Resource Type: Web Site
URL: http://johnhunter.com/plife.cfm

The Deming Cooperative
A little of everything at this site: users groups, conferences, seminars, workshops, information on books by or about Deming, videos and training materials, and contacts and consultants.
Resource Type: Web Site
URL: http://www.deming.edu/demingcoop.html

The Deming Electronic Network
The DEN web site and companion discussion list were created in 1994 as a focal point for sharing resources, discussions, learning, and research on the Deming Philosophy. The Deming site offers more than 1,000 papers, essays, files, and programs; as well as more than 1 million archived discussion list messages freely accessible in this web site.
Resource Type: Electronic Network Web Site
URL: http://deming-network.org/deming_about.htm

FreeQuality: A Free Resource for the Quality-Minded Professional
This quality website is maintained by graduate students from Penn State University and offers an array of free resources. The goal of this site is to disseminate quality tools to the public free of charge. The site offers a Quality Knowledge bank, downloadable tools, training materials, a quality terms glossary and more. An excellent resource for every stage of quality implementation.
Resource Type: Web Site
URL: www.freequality.org

The Quality Yearbook Web Site- CWL Publishing Enterprises
At this site you will find links to quality and knowledge management sites, articles on quality management issues, a virtual bookstore, quotes on quality and an overview of the *Yearbook. The Quality Yearbook* is an annual 800 page reference and anthology for people who want to keep up with what and how of quality management.
Resource Type: Web Site
URL: http://my.execpc.com/~jwoods/tqy1.htm

Total Quality Management, ISO 9000: Web Resources by Ronald D. Pollook
The links found on this web page provide viewers with information about quality management, about the basics of ISO 9000, and about the tools used in their successful implementation. The intent of the page is to stimulate interest in learning more about quality management and in helping viewers to develop their own set of tools for use in the journey to quality.
Resource Type: Web Page
URL: www.gslis.utexas.edu/~rpollock/tqm.html

Online Quality Resource Guide
Excellent list of Quality resources and sites.
Resource Type: Web Page
URL: http://csqa.info/online_quality_resource_guide_by_john_hunter

Quality Resources Online
Web page that provides access to a wide variety or quality related sites and resources.
Resource Type: Web page
URL: http://www.quality.org/

Useful Management Links
This page found at the *Balanced Scorecard Institute* offers links in Nonprofit Organizational Performance, Best Practices, Business Process Improvement/Reengineering, Total Quality Management, Government Agencies, State and Local Governments, Management Associations and News Services, Education, Data Management, Software Engineering, Web Technology, and Intranets.
Resource Type: Web page of useful links
URL: http://www.balancedscorecard.org/links/

Yahoo! Directory
Provided by Yahoo!, this directory list includes a wide spectrum of Quality Management Organizations and web sites from around the world. The directory includes organizations such as the Navy's Total Quality Leadership Office and the European Society for Quality.
Resource Type: Yahoo! Quality Directory
URL: http://dir.yahoo.com/science/engineering/quality_management/ organizations/

Books & Publications

The Baldrige Assessor's Workbook: How to Perform the Examiner's Role for Internal and External Assessments
Whether you are performing your own Baldrige-based assessment, preparing to be an examiner for the Baldrige or a related state award, or writing a Baldrige or state award application, you can now get the "examiner's perspective" to guide your approach. The Baldrige Assessor's Workbook trains you to perform the role of examiner and prepares you to be an expert source for your organization and others. The training aspect of the book is centered on the feedback process. Up until now, internal assessors have had tools for performing assessments, but little help in analyzing the data to develop feedback - the desired output of the assessment process. This book enables readers to provide complete, value-added feedback with minimal subjectivity.
Resource Type: Book
Aurthor: Kicab Castandeda-Mendez
URL: http://openlibrary.org/b/OL679997M/Baldrige_assessor%27s_workbook

Baldrige-Based Self Assessments
Learn how best-practice organizations institutionalize and deploy self-assessment programs in this Best-Practice Report, based on a 1998 APQC consortium study. The report presents discoveries in the following categories (a modified version of the 1997 Malcolm Baldrige National Quality Award criteria): leadership, awards systems, strategic planning, customer and market focus, information and analysis, human resource focus, process management, site visits, business results, and action plans.
Resource Type: APQC Report
URL:
http://www.apqc.org/portal/apqc/ksn?paf_gear_id=contentgearhome&paf_dm=full&pageselect=detail &docid=100556

Measures of Quality and High Performance: Simple Tools and Lessons Learned from America's Most Successful Corporations
By blasting apart outdated perceptions and focusing on new value-adding strategies, *Measures of Quality & High Performance* explains the operating secrets of top companies. Based on extensive research with 19 organizations that have received the *Malcolm Baldrige National Quality Award*, the book explains how each

broke free of old strangleholds to achieve breakthrough results. And it contains new findings, such as: increasing quality actually drives overall expenses down; small, continuous improvements (kaizen) are no longer adequate for reaching world-class status; and reducing the time to do things actually increases quality.

Resource Type: Book
Author: Richard M. Hodgetts
URL: http://www.amazon.com

Breakthrough Leadership: Achieving Organizational Alignment Through Hoshin Planning (Tools for Change)

This is an introductory text on Hoshin planning for organizations. It presents Hoshin planning as an integral component of total quality management (TQM). The book is presented as a guide and workbook for Hoshin planning and includes many examples of application of the concept in a variety of organizational settings, including several anecdotes of its application to health care organizations.

Resource Type: Book
Authors: Mara Minerva Melum and Casey Collet
URL: http://www.bn.com

Built to Last: Successful Habits of Visionary Companies

Built to Last identifies 18 "visionary" companies and sets out to determine what's special about them. To get on the list, a company had to be world famous, have a stellar brand image, and be at least 50 years old. The authors, James C. Collins and Jerry I. Porras, spent six years in research, and they freely admit that their own preconceptions about business success were devastated by their actual findings--along with the preconceptions of virtually everyone else.

Resource Type: Book
Authors: James C. Collins and Jerry I. Porras
URL: http://www.amazon.com

Continuous Improvement Tools: A Practical Guide to Achieve quality Results (Quality Improvement)

The tools and techniques presented offer a common-sense approach to not only begin but to sustain any quality-improvement efforts already in place within an organization. Contains step-by step instructions and case examples that can be used in meetings and during team or individual process-improvement or problem-solving efforts.

Resource Type: Book
Author: Richard Y. Chang and Matthew E Niedzwiecki
URL: http://www.amazon.com

The Dance of Change: Challenges to Sustaining Momentum in Learning Organizations

Since its release in 1990, Peter M. Senge's bestselling *The Fifth Discipline* has converted readers to its innovative business principles of the "learning organization," personal mastery, and systems thinking. Published nearly a decade later, *Dance of Change* provides a response to businesspeople wondering how to make his programs stick. He outlines potential obstacles (such as initiating transformation, personal fear and anxiety, and measuring the un-measurable) and proposes ways to turn these obstacles into sources of improvement. Senge--with considerable help from the team who worked on the follow-up development manual, *The Fifth Discipline Fieldbook*--presents an insider's account of long-term maintenance efforts at General Electric, Harley-Davidson, the U.S. Army, and others who are learning organization, along with experience-based suggestions and exercises for individuals and teams.

Resource Type: Book
Authors: Peter Senge, Art Kleiner, Charlotte robbers, George Roth, Rick Ross, and Bryan Smith
URL: http://www.amazon.com

Developing a Competitive Intelligence Program

Based on a consortium benchmarking study conducted in partnership with the Society of Competitive Intelligence Professionals (SCIP), this Best-Practice Report focuses on developing a competitive intelligence (CI) structure, mobilizing resources to implement the CI program, creating action-oriented products and services to improve the speed and quality of decision making, and measuring and evolving the CI program. Developing a Successful Competitive Intelligence Program represents the fourth CI consortium benchmarking project conducted by APQC's International Benchmarking Clearinghouse.

Resource Type: Benchmarking Study
Author: American Productivity & Quality Center
URL:
http://www.apqc.org/portal/apqc/ksn?paf_gear_id=contentgearhome&paf_dm=full&pageselect=detail&docid=100685

The EverChanging Organization: Creating the Capacity for Continuous Change, Learning and Improvement

In *The EverChanging Organization*, the authors present a model of the *EverChanging Organization (ECO).* This is a systems model for understanding an organization's needed capacity for change in a range of change orientations from change averse to change seeking. The book includes diagnostic scales, tools for assessing need and status as an ECO, and a process for selecting and implementing change initiatives to achieve the needed capacity for change in timely and cost effective ways.

Resource Type: Book
Authors: Gerald Pieters and Doyle Young
URL: http://www.amazon.com

The Fifth Discipline: The Art and Practice of the Learning Organization

The Fifth Discipline remains the ideal introduction to Senge's carefully integrated corporate framework, which is structured around "personal mastery," "mental models," "shared vision," and "team learning." Using ideas that originate in fields from science to spirituality, Senge explains why the learning organization matters, provides an unvarnished summary of his management principals, offers some basic tools for practicing it, and shows what it's like to operate under this system.

Resource Type: Book
Author: Peter Senge
URL: http://www.amazon.com

Fort Benning's 'Baldrige' Application

A rare resource! And a big file. Full-strength, 50 page, national award-winning applications are not usually available. Here's a military show and tell that every Baldrige enthusiast should be familiar with.

Resource Type: Online Article
URL: http://www.opm.gov/pressrel/pr-qual2.htm

ISO 9000 and TQM - An Introduction

The future of standards may be on many corporate (and consultant's) agendas, and "TQM is dead" (wrong!) may be echoing down executive corridors, but a bit of recent history is still useful ... especially if you're dealing with these issues in your organization, or your application.

Resource Type: Online Article
URL: http://www.strategosinc.com/iso_9000.htm

ISO 9000: Total Quality Systems Handbook

This essential and comprehensive guide to implementing the Quality System Standard has again been updated to include more guidance on the application of the standard, particularly to the Service Industries, making it the most complete guide to ISO 9000 available. This is not a wordy and theoretical tome; it is a practical instruction manual for implementing quality system requirements and becoming certified to the now indispensable worldwide quality system standard

Resource Type: Book

Author: David Hoyle

URL: http://www.amazon.com

McGraw-Hill Encyclopedia of Quality Terms & Concepts

This is a kind of dictionary that covers over 600 concepts related to quality management, from activity-based costing to zero defects and nearly everything in between. This book is for anyone who needs a ready reference to the tools and techniques associated with TQM. Each entry includes a definition, examples, and where to find out more information. Appendixes include a comprehensive bibliography of books, a directory of magazines dealing with quality, and a directory of major quality organizations

Resource Type: Book/Encyclopedia

Authors: James Cortada and John Woods

URL: http://www.amazon.com

The Malcolm Baldrige National Quality Award: A Yardstick for Quality Growth

The Malcolm Baldrige National Quality Award (MBNQA, or simply Baldrige Award) was developed by a public-private partnership administered by the National Institute of Standards and Technology (NIST) in response to Public Law 100-107, The Malcolm Baldrige National Quality Improvement Act of 1987. The Malcolm Baldrige National Quality Award is not a quality standard. When we speak of standards, we refer to documented requirements that typically identify a minimum set of requirements that must be met in order to achieve a stated objective. These documents prescribe what an organization must do in order to be in compliance with the standard. On the other hand, the Criteria, which are the basis for the Malcolm Baldrige National Quality Award process, are 24 basic, interrelated, results-oriented requirements. They are nonprescriptive in that they do not dictate how the results are to be obtained. In fact, the objectives of the award process include to identify and communicate the diversity of approaches that can be used by organizations to achieve quality and performance excellence. The Malcolm Baldrige National Quality Award Criteria are considered by many to be the national definition of quality.

Resource Type: Book

Authors: Maureen S. Heaphy and Gregory Gruska

URL: http://www.amazon.com

Managing Quality in America's Most Admired Companies

What are America's leading companies doing to excel in quality? Jay Spechler provides the answer through case studies of how over 30 leading companies-including Xerox, Federal Express, Whirlpool, Marriott, New York Life, 3M, Knight-Ridder, and Kmart-have put quality management into practice in their organizations.

Resource Type: Book

Author: Jay W. Spechler

URL: http://www.amazon.com

A New American TQM

A New American TQM offers a timeless guide to the basics of building a Total Quality Management approach that can become the foundation of an evolving Integrated Management System. With a foreword by Analog Devices Chairman Ray Stata and CQM President Dr. Thomas H. Lee, this book documents how TQM principles and methods are being successfully implemented in both the manufacturing and services sectors.

Resource Type: Book

Author: Shoji Shiba and David Walden

URL: http://www.amazon.com

Principles and Practices of Organizational Performance Excellence

This easy overview of Total Quality Management contains a detailed explanation of key quality improvement tools and techniques, along with the latest material on quality standards. Packed with examples, study questions, new tools, and a valuable look at the essentials in quality awards, it is useful as a business reference or text.

Resource Type: Book

Author: Thomas J. Cartin
URL: http://www.amazon.com

Qualitrends: 7 Quality Secrets That Will Change Your Life

This short book introduces you to some basic principles and practices at work in organizations. We call them "QualiTrends" because they are based on the insights of TQM, and they are trends moving into management practice today. These trends do not represent the latest quick management fix. Rather, they are the intelligent actions managers take when they want their organizations to operate efficiently and deliver high-quality products and services to their customers.

Resource Type: Book
Authors: John A. Woods and James W. Cortada
URL: http://www.amazon.com

The Road to the Baldrige Award: Quest for Total Quality

The Road to the Baldrige Award: Quest for Total Quality is a unique resource for organizations striving to achieve excellence in operations. Sponsored by the U.S. Department of Commerce since 1988, the Malcolm Baldrige National Quality Award represents the commitment of the United States to total quality in business. Scores of American companies, ranging in specialty from high technology to package delivery, are dedicated to achieving such quality through continuous improvement. The prestige and influence of the Baldrige Award have grown steadily as the program and its stringent criteria have become more widely known throughout the American business community. The Road to the Baldrige Award describes in detail how all kinds of American companies have launched successful total quality programs, in many cases turning initial skepticism and apathy into enthusiastic support throughout the organization. It also gives insight into the experiences and strategies of past award winners and explains how demands are intensifying for all U.S. companies to become world-class competitors.

Resource Type: Book
Author: Robert Haavind
URL: http://www.bn.com

Solar Turbines' Baldrige Application Summary

Available via the Caterpillar web site, here's 1998 Baldrige winner Solar Turbines' 20 page application summary, edited for this site with re-drafted graphics

Resource Type: Online Article
URL: http://www.quality.nist.gov/Contacts_Profiles.htm

Solectron Business Excellence Mapped to Baldrige

How Solectron uses the Baldrige criteria to run an international business on many sites and in many cultures, but with common processes and universal standards – all on one sheet of paper

Resource Type: Online Article
URL: http://www.quality.nist.gov/Contacts_Profiles.htm

SPC Simplified for Services – Practical Tools for Continuous Quality Improvement

In this text, the authors describe the essentials of SPC including the use of histograms, Pareto analysis control charts, sampling plans, and various other tools, and how they can be applied to a service quality program. Each module contains practice problems with solutions given at the end of the book.

Resource Type: Book
Authors: Davida Amsden, Howard Butler, Robert Amsden
URL: http://www.amazon.com

Strategies for Quality Improvement: TQM Re-engineering, and ISO 9000 (The Dryden Press Series in Management)

Provides a representative overview of TQM, reengineering, and ISO 9000. Includes discussions of team-based problem solving and descriptions of widely used creative and analytical quality tools. Softcover.

Resource Type: Book
Author: Harry Ivan Costin
URL: http://www.amazon.com

Success Through Quality: Support Guide for the Journey to Continuous Improvement
A fundamental introduction to continuous improvement, Success Through Quality provides a basic--but comprehensive--overview of quality improvement theory, methods, and tools. Short, easy-to-read chapters introduce quality to employees at all levels, and real-life scenarios help them relate quality ideas with their work and personal lives.
Resource Type: Book
Author: Timothy J. Clark
URL: http://www.amazon.com

Total Quality Handbook
The total-quality philosophy is an approach to doing business that focuses all of the resources of the organization on the continual improvement of both quality and competitiveness. To this end, a total-quality organization will continually, improve its processes, people, and products. This approach is an effective way and, arguably, the only way to survive and prosper in a globally competitive environment. Total Quality Handbook can be used both in college classrooms and in business, industry, and government training settings. Major topics covered are strategic planning, quality culture, customer satisfaction, empowerment of employees, leadership, change, team building, training, quality tools, problem solving, and decision making. Readers will find that all information is presented in a practical, easily applied format with extensive use of checklists and other helpful tools. The teaching approach focuses on application. Each chapter contains practical application activities at the end.
Resource Type: Book
Authors: David L Goetsch and Stanley B. Davis
URL: http://www.bn.com

Total Quality Management in The Public Eye
This 130 page book contains 35 articles on quality, customer focus, leadership and process. Learn about the most common quality improvement pitfalls, and how to avoid them. Find out how to get in touch with your customers and employees, and the key elements to leading an organization to continuous improvement and overcome staff cynicism.
Resource Type: Book
URL: http://www.work911.com/products/qe.htm

Total Quality: Management, Organization, and Strategy
This text presents an overview of the key principles of total quality and links those concepts to traditional management practices and organizational models in management theory. The book has three objectives: 1) to familiarize readers with the basic principles and methods associated with total quality management; 2) to show readers how these principles and methods have been put into effect in a variety of organizations; and, 3) to illustrate the relationship between total quality principles and the theories and models studied in management courses.
Resource Type: Book
URL: http://www.amazon.com

The Wisdom Of Teams: Creating The High-performance Organization.
These authors group teams into three types according to their function: teams that do
things (an operational team), teams that recommend things (an advisory group), and teams that actually run things (a quality team). They also examine five types of groups — working groups, pseudo-groups, potential teams, real teams, and high-performance teams. In addition, they offer a definition of a team as "a small number of people with complementary skills who are committed to a common purpose, performance goals,

and [an] approach for which they hold themselves accountable." Most valuable are the examples. They discuss 45 teams, 20 in close detail.

Resource Type: Book
Authors: Jon R. Katzenbach and Douglas K. Smith
URL: http://www.amazon.com

Journals, Magazines & Newsletters

Quality Digest Online Magazine
An online resource for quality articles, products, and services with more than 2,200 quality suppliers. Site offers free access to the ISO 9000 international database. Members may access *Inside Quality*, a *Quality Digest Marketplace and Information Community*.

Resource Type: Online Quality Magazine
URL: http://www.qualitydigest.com/

Quality Management Journal
The Quality Management Journal (QMJ) is a refereed periodical published quarterly by the *American Society for Quality (ASQ).* It is the first journal to link the efforts of academic researchers and quality management practitioners. *QMJ* provides a forum for communicating and discussing research findings.

Resource Type: Quarterly Journal
URL: https://secure.asq.org/qmjsub.html

Quality Progress
Quality Progress is a leading quality magazine from the *American Society for Quality.*
Considered the flagship publication of the quality profession, the publication includes in-depth articles describing the application of innovative methods in areas such as knowledge management, process improvement, and organizational behavior.

Resource Type: Magazine
URL: www.asq.org/pub/qualityprogress/

QNewz Columns
A series of articles written for the newsletter of the New Zealand Organization for Quality, on 'quality' and organizational performance themes.

Resource Type: Online Quality Newsletter
URL: http://www.macpherson.co.nz/q_newz_jump_page.html

The Sterling Report
A performance excellence newsletter from the Florida Sterling Council

Resource Type: Online Newsletter
URL: http://www.sterlingreport.net/

TSBJ.com
Small business journal magazine. Offers free articles and resources to help small businesses.

Resource Type: Online Magazine
URL: www.tsbj.com

Quality Terms- Glossary Resources

Dictionary of TQM Terms: Glenn Mazur's Quality Glossary
One of the best glossary's in cyberspace for quality terms, this site takes advantage of hypertext technology to link to other sites for charts and examples.

Resource Type: Glossary
URL: http://www.mazur.net/tqm/tqmterms.htm

Baldrige Performance Excellence
The mission of this organization, *Total Quality, Inc.* is to "enable organizations using the Baldrige and other related Criteria to achieve unsurpassed excellence - in the minds of their customers and other stakeholders, in the shortest timeframe and at the lowest cost." From self-assessment workshops to Baldrige best practices, this site covers has it covered. Founder Paul Steel is a senior Baldrige personality with extensive US, European and Asia/Pacific experience. Site offers a variety of excellent tools for anyone writing an award application; to include an easy to read list of changes to the Baldrige criteria. They provide Baldrige (and other major Quality/Excellence Award) Criteria-related improvement, assessment, application development, software, consulting, and training services. Their key products include integrated systems *of Baldrige Best Processes* and *Baldrige Application Development* software, which automatically generates the final draft of a Baldrige assessment document/application.
Resource Type: Consultants/Quality Products/Website
URL: www.baldrige21.com

Company of Experts (COE)
Company of Experts is a network of more than 70 Experts on Call: consultants, facilitators, keynoters, and trainers throughout the U.S. and Canada. Collectively, these Experts on Call have the full range of expertise to help organizations, groups, and individuals achieve peak performance in the workplace. And, if we don't have the right Expert on Call to meet and exceed your needs, we'll find one!
Founded in 1989, COE serves businesses and corporations, and educational, governmental, and nonprofit organizations with excellent on-site, custom-designed Consulting and Organization Development, Facilitating, Keynoting, and Training and Development Services.
Resource Type: Consultant Network Organization
URL: www.companyofexperts.com

Taylor Nelson
Since 1988, Taylor-Nelson LLC has specialized in large scale organization change, many times involving the employees and employee organizations to enable changes from the bottom up. Taylor-Nelson is a small, value-based organization development group assisting clients with building employee and management commitment, overcoming resistance to change, setting up employee management partnerships, helping organizations plan their high performance futures and achieving organizational and personal greatness.
Resource Type: Consultant Organization
Address: 5042 Woodman Ave.
                          Riverside, Ca 92506
Phone: 800-788-8471
URL: http://taylor-nelson.com

Quality New Jersey
New Jersey's Quality Program offers a list of Quality consultant and Training resources. Consultant expertise is categorized according to the Baldrige criteria.
Resource Type: Consultant Resource List
URL: http://www.qnj.org/