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The Handbook for Quality Management. 00_Pyzdek_FM_pi-xii.indd 1 11/16/12 6:09 PM. About the Authors. Thomas Pyzdek is a Six Sigma consultant with more than 40 years of experience in the field. His clients include Ford, McDonald's, Intuit, Boeing, Seagate, Avon Products, and many other companies.

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Handbook of Total Quality Management Christian N. Madu, Ph.D Research Scholar, Professor and Chair Management Science Program Editor-in-Chief, International Journal of Quality Science Department of Management and Management Science Lubin School of Business Pace University New York, USA ., ~ SPRINGER SCIENCE+BUSINESS MEDIA, B.V.

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general framework of quality management (ANNEX A). ANNEX B presents good practice examples in some more detail. Furthermore, the annex provides a systematic presentation of basic quality tools (ANNEX C) and a glossary (ANNEX D). 1.1 Scope of the Handbook Data quality assessment is an important part of the overall quality management system of a

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