



Fundamental Concepts of Quality Improvement

Melissa G. Hartman

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For decades, organizations around the world have been using quality concepts and practices to improve performance and increase productivity. Now as other organizations strive to achieve similar results, they are often struggling to understand and implement these quality principles. This is the focus of *Fundamental Concepts of Quality Improvement*, which provides a thorough overview of the essential quality principals as presented by an international collection of respected quality experts. The book approaches quality improvement from an "industry neutral" perspective that highlights the similarities in approaches and techniques across a broad range of industries. Therefore the book provides a very inclusive look at the fundamentals of quality that will appeal to a wide range of readers.

The book is divided into four sections: quality basics, teams, continuous improvement, and case studies. The sections of the book are set to follow the ASQ Certified Quality Improvement Associate Body of Knowledge. This makes the book a great reference for anyone preparing for this exam, as well as an outstanding text for anyone looking to gain a better understanding of quality.

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