



Process Improvement and Quality Management in the Retail Industry

Stephen George, Chris Thomas, Arnold Weimerskirch

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The authors of *Process Improvement and Quality Management in the Retail Industry* discuss quality management through the examination of several companies that won the esteemed Malcolm Baldrige National Quality Award. Authors George, Thomas, and Weimerskirch believe that Baldrige criteria define a management model because they provide one of the most comprehensive guides to understanding, assessing, controlling, and improving an organization for quality management. The authors also discuss many of the business-related problems of modern times, such as financial scandals, controversial social activism morale, and the impact of outsourcing to other countries. Overall, the book stresses the importance of good quality management to a company's success.

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