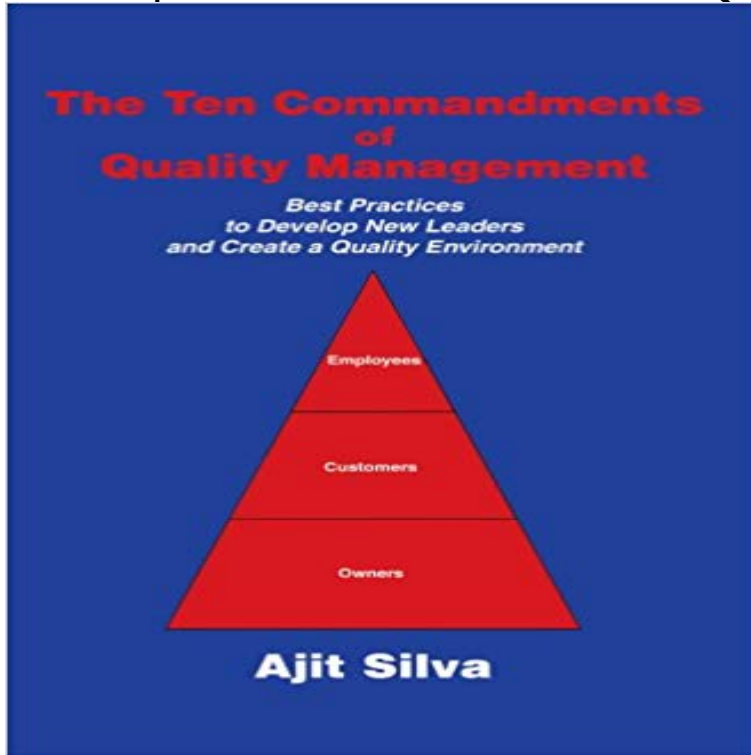


The Ten Commandments of Quality Management: Best Practices to Develop New Leaders and Create a Quality Environment



Based on twenty years of management research, observations, practices, and experiences, The Ten Commandments of Quality Management will create the next generation of great leaders! Author Ajit Silva compares and contrasts the behavior patterns of traditional managers to quality managers and examines the ensuing outcomes of pursuing each management style. He also recommends using the quality management technique to organizations that want to raise employee morale, reduce attrition, increase productivity, increase customer satisfaction, increase profits, and expand market share by taking business away from the competition. The EmployeesCustomersOwners (ECO) concept summarizes the behavior of quality managers. If ECO is not practiced, the results can be detrimental to an organization. The Ten Commandments discussed include the following: Employee Champion Customer Champion Continuous Improvement A Learning Organization Leadership Paradigm Shift Corporate Goals, Not Individual Agendas The Ten Commandments of Quality Management will benefit corporate employees, college students, graduate degree candidates, and the average consumer anyone seeking to have a successful management career!

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