



Juran's Quality Handbook: The Complete Guide to Performance Excellence 6/e

By Joseph Defeo, J.M. Juran

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- Leadership--what everyone needs to know about managing for superior quality and results
- Methods--the most effective methods and tools for attaining superior results, such as Lean, Six Sigma, Root Cause Analysis, Continuous Innovation, and more
- Industry applications--effectively applying quality management
- The roles of key functions--such as quality professionals, research and development, supply chain, and governance--and what they must carry out to attain superior results in an organization
- Performance excellence--pragmatic roadmaps, templates, and tools to aid in developing an effective and sustainable performance excellence system

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