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as total quality management (TQM) (Chapter 17). The rate of improvement in quality levels is reflected in programmes such as Six-Sigma (Chapter 17). Improved working conditions are an outcome of the realization that the contribution of people is vital to an organization's success. Job design (Chapter 9) is used to help reach the full potential of

CHAPTER 1

Implementing total quality management in construction firms. Journal of

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issues).

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This introductory chapter is intended to serve as a "field guide" that indicates why, ... 7 Total Quality Management 325 James L. Melsa. 7.1 Introduction 325. ... He is the Editor of the Wiley Series in Systems Engineering and Management and of Wiley's Journal of Systems Engineering.

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