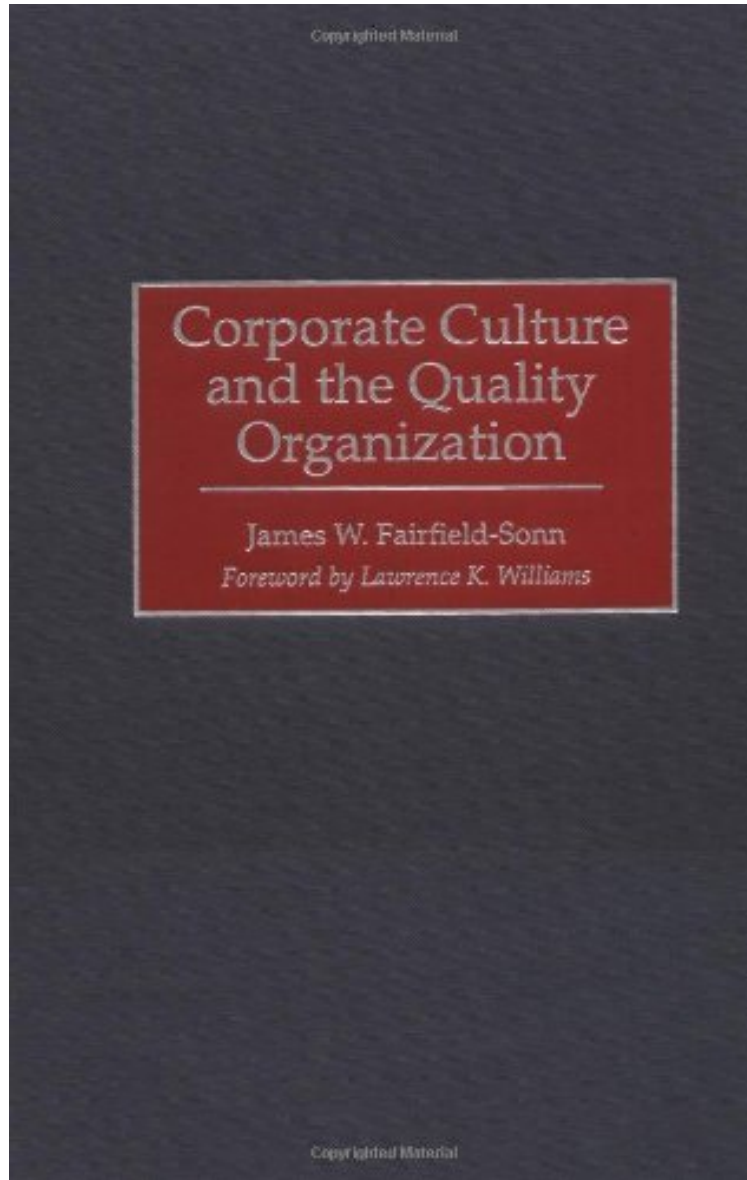


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Corporate Culture and the Quality Organization

James W. Fairfield-Sonn

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James W. Fairfield-Sonn : Corporate Culture and the Quality Organization before purchasing it in order to gauge whether or not it would be worth my time, and all praised Corporate Culture and the Quality Organization:

4 of 4 people found the following review helpful. "Corporate Culture and the Quality Organization" By James M DeMaio In "Corporate Culture and the Quality Organization," James Fairfield-Sonn leads readers through a journey on quality. To understand the roots of thinking on the topic of quality, the book begins with a historical perspective including the views of the early writers on quality improvement - Deming, Juran, and Crosby. Dr. Fairfield-Sonn then

provides a big picture perspective on the importance of creating a quality culture as well as specifics on making quality happen. Dr. Fairfield-Sonn also discusses the emerging challenges organizations face, including nurturing a learning environment. Written in a logical, easy to follow format, the book includes relevant examples from Dr. Fairfield-Sonn's work as a management consultant. 1 of 2 people found the following review helpful. Corporate Culture and the Quality Organization By Patrick McAuliffe This book is great!! it is easy to read and makes some information that could be presented in a very complex way very understandable and applicable to managing a quality organization. This should be required reading in management courses!

Most quality management programs focus on the tools that can be employed to improve quality, but the long-term results of these efforts have been mixed. The only way to ensure that quality improvement will have lasting consequences for a firm is to change the corporate culture. Having the appropriate level of technical knowledge to address quality problems is a necessary, but not sufficient, condition for realizing the hoped-for improvement. Only when the entire culture of the corporation, starting with a visionary leader and senior management, is receptive to the adoption of new tools will any substantial progress be made. Fairfield-Sonn, a management consultant and professor of management, argues that success in this endeavor depends not only on mastering the components of a quality corporate culture but on understanding how to put those components together. He describes not only what must be done to establish a quality culture but how to stage a rollout of a quality program to enhance the likelihood of the effort's long-term success. Four in-depth case studies—Fidelity Investments, General Electric, Torrington Supply Company, and Connecticut Renaissance—are presented for illustration and instruction by way of example. Geared toward executives and consultants as well as those teaching courses in production and operations management, process management, total quality management, and corporate culture.

"[A] valuable discussion of quality issues."-Long Range Planning "A valuable discussion of quality issues."-Long Range Planning "[A] valuable discussion of quality issues."-Long Range Planning "A concise distillation of how to chart a path towards improving organizational performance through culture, advancement and quality improvement.... If you want results, don't just read, but act."-R. Channing Wheeler CEO Uniprise, United Health Group Company "I have known and partnered with Jim on several occasions. He is a masterful teacher and this book is one example of his abilities. For the novice in quality it provides a great overview and for the practitioner there are a lot of take away' ideas, concepts, and understandings."-Steven M. Darter President People Management Inc. "[A] timely, and worthy addition to the literature on creating and sustaining an organizational commitment to quality.... This material is an excellent introduction to the subject for the novice, and a useful review for the executive who has some experience in this field.... Corporate Culture and the Quality Organization is a very well researched book. Professor Fairfield-Sonn does a particularly nice job in distilling the ideas of some of the finest thinkers in the business world today, and he also draws upon his own considerable experience as a consultant. This combination of research and personal experience gives the book a particularly lively and real' quality.... In addition to its conversational writing style, it is pithy, concise and loaded with practical advice presented in a very easy to follow format."-John H. Tobin President and CEO The Waterbury Hospital, Waterbury, Connecticut About the Author JAMES W. FAIRFIELD-SONN is Associate Professor of Management at the Barney School of Business, University of Hartford. /e Voted Outstanding Teacher of the Year in 1999, he teaches courses in process management and leadership.