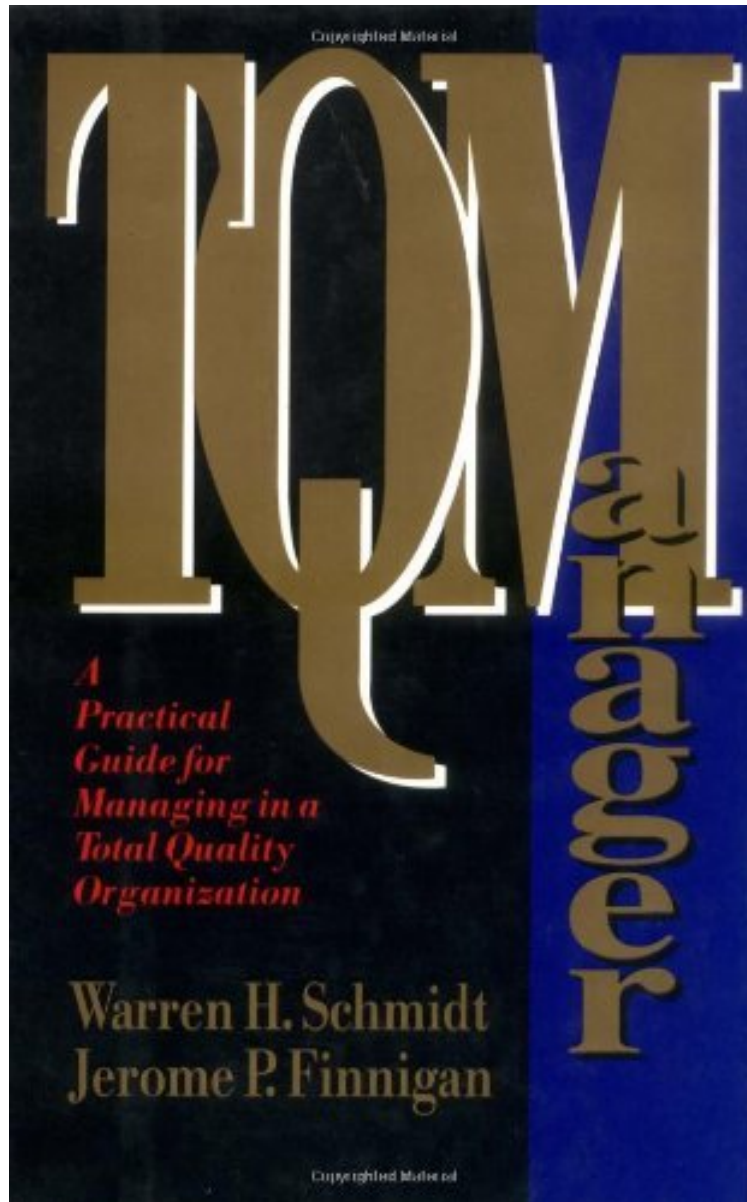


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## TQ Manager: A Practical Guide for Managing in a Total Quality Organization

Warren H. Schmidt, Jerome P. Finnigan  
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A concise guide for managers who are striving to develop the critical skills required for success after a quality initiative has been implemented in their organization. Useful worksheets and other assessment tools help managers deepen their understanding of TQM, identify the specific areas of competency where improvement is needed, and create a plan of action for building skills in those areas.

From Booklist  
In today's workplace, Total Quality Management (TQM) customer-service teams are ubiquitous. Typically, an organization initiates TQM concepts in a specific department or to deal with a specific problem before implementing them throughout the organization. Staff not originally included often react with fear, mistrust, or skepticism. Schmidt and Finnigan claim here to offer a "crash course" in the philosophy of TQM, but the idea that TQM is suitable for a quick study seems contradictory to its purpose. What the authors do successfully provide, however, is useful, reassuring information that should help allay the misgivings of initial "non-participants." Their guide should also prove useful as a "refresher" for those who have participated on TQM teams. Based on surveys of managers from both successful and unsuccessful TQM efforts, TQManager clearly explains TQM, profiles five competencies needed for it to succeed, and identifies experts and other works on the subject. David Rouse "Bravo! Schmidt and Finnigan have provided some long-awaited practical advice and know-how to help leaders ensure a successful transformation to a total quality organization." --Thomas A. Meachum, director of quality resources, HCA Bayonet Point/Hudson Medical Center "The down-to-earth guide on transforming companies to total quality management! TQManager offers practical hands-on advice and an invaluable self-assessment tool for every manager who must lead the change to total quality." --Bill Wiggernhorn, president, Motorola University  
From the Inside Flap  
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