



Measuring Business Excellence (Routledge Advances in Management and Business Studies)

Gopal K. Kanji

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Business Excellence and Total Quality Management (TQM) models provide a means of measuring the satisfaction of customers, employees and shareholders simultaneously. A number of such models currently exist, but, the author argues, none of these address all dimensions of TQM.

This book introduces the principles of TQM, and establishes their use in measuring Business Excellence in an organisational environment. It comparatively evaluates various TQM and Business Excellence models, and discusses the complexities of measuring success.

Presenting important, innovative work by one of the most eminent scholars in the field, this book is essential reading for both academics and professionals working in quality management.

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