**Module 2 - Background**

**TOTAL QUALITY MANAGEMENT**

**Required Reading**

Sierra. F. (2013), Total quality management. [YouTube video].  Retrieved from [*https://www.youtube.com/watch?v=gJk\_I1h914I*](https://www.youtube.com/watch?v=gJk_I1h914I)

Global Text Project (2017), Operations management: Special topic: Total Quality Management. OpenStax CNX. Retrieved from [*http://cnx.org/contents/2a279ebf-9d2b-4e95-8682-195a1afc2d4b@4*](http://cnx.org/contents/2a279ebf-9d2b-4e95-8682-195a1afc2d4b%404)

Global Text Project (2017), Operations management: Special topic: just-in-time and lean systems. OpenStax CNX. Retrieved from [*http://cnx.org/contents/bbb730ed-34b5-40f9-b75b-11b3b727d142@4*](http://cnx.org/contents/bbb730ed-34b5-40f9-b75b-11b3b727d142%404)

Ching-Chow Yang (2010). Six Sigma, Quality Management and Six Sigma, Abdurrahman Coskun (Ed.), InTech, Retrieved from: [*https://www.intechopen.com/books/quality-management-and-six-sigma/six-sigma*](https://www.intechopen.com/books/quality-management-and-six-sigma/six-sigma)

Maher Lazreg (2010). Integrated Model Linking Maintenance Excellence, Six Sigma and QFD for Process Progressive Improvement, Quality Management and Six Sigma, Abdurrahman Coskun (Ed.), InTech,  Retrieved from: [*https://www.intechopen.com/books/quality-management-and-six-sigma/integrated-model-linking-maintenance-excellence-six-sigma-and-qfd-for-process-progressive-improvemen*](https://www.intechopen.com/books/quality-management-and-six-sigma/integrated-model-linking-maintenance-excellence-six-sigma-and-qfd-for-process-progressive-improvemen)

ASQ Learning about Quality (2017).Total Quality Management. Retrieved from [*http://www.asq.org/learn-about-quality/total-quality-management/overview/overview.html*](http://www.asq.org/learn-about-quality/total-quality-management/overview/overview.html)

**Optional Reading**

Halliday, J. (2010). Once-mighty GM searches for level road.  Adweek. New York: Jun 7, 2010. Vol. 51, Iss. 23; p. 11. EBSCO (AN 51393193)

iSixSigma. (2009). Statistical Six Sigma Definition*.*Retrieved from [*http://www.isixsigma.com/new-to-six-sigma/statistical-six-sigma-definition/*](http://www.isixsigma.com/new-to-six-sigma/statistical-six-sigma-definition/)

Mehrjerdi, Y. (2011). Six Sigma: Methodology, tools and its future. Assembly Automation, 31(1); pp. 79-88. [Trident Online Library] AN(855071335)

Tague, N. (2004), Excerpted from The Quality Toolbox, Second Edition, ASQ Quality Press, Retrieved from [*http://asq.org/learn-about-quality/data-collection-analysis-tools/overview/control-chart.html*](http://asq.org/learn-about-quality/data-collection-analysis-tools/overview/control-chart.html)

ASQ Learning about Quality. (2017),  Retrieved from [*http://www.asq.org/learn-about-quality/history-of-quality/overview/over view.html*](http://www.asq.org/learn-about-quality/history-of-quality/overview/over%20view.html)

ISO9000 Quality Standard. (n.d.). Free management library. Retrieved from [*http://managementhelp.org/quality/iso9000/iso9000.htm*](http://managementhelp.org/quality/iso9000/iso9000.htm)

ASQ Learning about Qualiry. (2017). Malcolm Baldrige National Quality Award. Retrieved from [*http://asq.org/learn-about-quality/malcolm-baldrige-award/overview/overview.html*](http://asq.org/learn-about-quality/malcolm-baldrige-award/overview/overview.html)

T Department of Trade and Industry. (n.d.) The Original Quality Gurus. Retrieved from [*http://www.businessballs.com/dtiresources/quality\_management\_gurus\_theo ries.pdf*](http://www.businessballs.com/dtiresources/quality_management_gurus_theo%20ries.pdf)

Purdue's Online Writing Library. (2017). Retrieved from (OWL)  [*https://owl.english.purdue.edu/owl/resource/560/02/*](https://owl.english.purdue.edu/owl/resource/560/02/)