



Managing for Quality and Performance Excellence

By James R. Evans, William M. Lindsay

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Packed with current examples, cases, and illustrations, market-leading MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE, 10e focuses on the fundamental principles of total quality and emphasizes high-performance management practices, such as those reflected in the Baldrige Criteria. Written by experienced leaders in the fields of performance management and quality, the text delivers the definitive resource for coverage of ISO 9000 certification, Six Sigma, and the U.S. Malcolm Baldrige National Quality Award standards. A wealth of current examples from leading organizations throughout the world reflects quality as they emphasize the practical aspects of the book's managerial focus and pertinent technical topics. You can efficiently prepare to become an ASQ Certified Quality Manager, as this edition covers most of the Body of Knowledge required for ASQ certification. It's everything you need -- now and throughout your career -- to ensure quality management success.

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Editorial Review

About the Author

James R. Evans is a professor in the Department of Operations, Business Analytics, and Information Systems in the Lindner College of Business at the University of Cincinnati. His served as president of the Decision Sciences Institute 1997-1998 and 11 years on the Board of Examiners and Panel of Judges for the Malcolm Baldrige National Quality Award. He has been editor of the Quality Management Journal, published by the American Society for Quality, and served on editorial boards of numerous other journals. Dr. Evans has published more than 90 refereed papers and more than 30 editions of books. During the annual Quality Congress in May 2004, the American Society for Quality presented Dr. Evans and co-author Bill Lindsay with the Philip B. Crosby Medal for writing THE MANAGEMENT AND CONTROL OF QUALITY, 6E. The Crosby medal was presented "for authoring a distinguished book contributing significantly to the extension of the philosophy and application of the principles, methods, and techniques of quality management."

William M. Lindsay is Professor Emeritus of Management at Northern Kentucky University. In addition to coauthoring eight editions of MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE (including predecessors), he is the coauthor of TOTAL QUALITY AND ORGANIZATION DEVELOPMENT. He served as an examiner for the Malcolm Baldrige National Quality Award for four years, as a judge for the Kentucky Quality Award for five years, and as a judge for the Seasongood Innovation Awards for the city of Cincinnati for three years. He is a senior member and past president of the Cincinnati Chapter of the Institute of Industrial Engineers, past president of the Cincinnati Chapter of the Association for Quality and Participation, and a member of the American Society for Quality, in addition to other professional organizations. Dr. Lindsay continues to teach MBA courses in quality management and project management. He serves as a board member of CLASP, a local nonprofit after-school program for elementary-age children, and is an active volunteer at his church. He earned a BSIE from the Georgia Institute of Technology, an MS in engineering from the University of Cincinnati, and an MBA and Ph.D. from Georgia State University.

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