



Building Quality Management Systems: Selecting the Right Methods and Tools

Luis Rocha-Lona, Jose Arturo Garza-Reyes, Vikas Kumar

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Quality has quickly become one of the most important decision-making factors for consumers. And although organizations invest considerable resources into building the right quality management systems (QMSs), in many instances, the adoption of such quality improvement tools are just not enough. **Building Quality Management Systems: Selecting the Right Methods and Tools** explains exactly what directors, practitioners, consultants, and researchers must do to make better choices in the design, implementation, and improvement of their QMSs.

Based on the authors' decades of industrial experience working on business improvement projects for multinationals looking to design or improve their QMSs, the book discusses building QMSs based on two important organizational elements: needs and resources. It begins with an overview of QMSs and systems thinking and the impact of QMSs on financial performance. Illustrating the process management approach, it reviews the most well-known business and quality improvement models, methods, and tools that support a major QMS.

The authors introduce their own time-tested methodology for designing, implementing, and enhancing your own QMS. Using their proven method, you will learn how to:

- Implement a strategic quality plan based on your specific needs, capabilities, cost–benefits, policies, and business strategies
- Select the right models, methods, and tools to be adopted as part of your QMS
- Understand the critical success factors and implementation challenges
- Evaluate the level of maturity of your QMS and your implementation efforts

Highlighting the importance of quality as a way of life, this book supplies the understanding you'll need to make the right choices in the development and deployment of your QMS. With a clear focus on business performance and process management, it provides the basis for creating the quality management culture required to become a world-class organization.

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