"The improvement of quality in products and the improvement of quality in service - these are national priorities as never before."

President George Bush

March 1992
Total Quality Management (TQM) in the Department of Defense is a strategy for continuously improving performance at every level, and in all areas of responsibility. It combines fundamental management techniques, existing improvement efforts, and specialized technical tools under a disciplined structure focused on continuously improving all processes. Improved performance is directed at satisfying such broad goals as cost, quality, schedule, and mission need and suitability. Increasing user satisfaction is the overriding objective. The TQM effort builds on the pioneering work of Dr. W.E. Deming, Dr. J.H. Juran, and others, and benefits from both private and public sector experience with continuous process improvement.

- Concept as presented in the TOTAL QUALITY MANAGEMENT MASTER PLAN published by the US Department of Defense, August 1988.
This bibliography reflects selected books, documents, periodical articles, and videos on the subject of Total Quality Management (TQM) in the collection of the U.S. Army War College Library. For your convenience, we have added our call numbers at the end of each book, document, and video entry. (Keep in mind that call numbers vary from library to library.)

For additional information, please contact the compiler, Ms. Jane E. Gibish, Public Services Branch, U.S. Army War College Library, DSN 242-3660 or Commercial (717) 245-3660.

Note: Library also has paperbound edition published in 1991 by Simon & Schuster. (TS156 A352 1991)


Pp. 267-277: "Seven Habits and Deming's 14 Points."

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Dee, Bernard E., Jr. TOTAL QUALITY MANAGEMENT: PERFORMANCE STANDARDS FOR TODAY'S INFORMATION MANAGERS. Research Report. Maxwell Air Force Base: US Air University, Air War College, June 1990. 29pp. (UG635.3 U5 RR-90 D22)


Hyatt, Joan, comp. TOTAL QUALITY MANAGEMENT (TQM): SELECTED REFERENCES. Maxwell Air Force Base: Air University Library, July 1990. 9pp. (UG635.3 U5 AULPS T57)


Nolan, Thomas W., and Provost, Lloyd P. "Understanding Variation." QUALITY PROGRESS, May 1990, pp. 70-77. (REPRINT QP N64)


Vol. 1: Key Features of the DoD Implementation.


Cover title: THE PRESIDENT'S PRODUCTIVITY IMPROVEMENT PROGRAM.


See p. 31 for the DoD Posture on Quality.

PERIODICALS


"Hutchinson Technology Inc. called on consultants Rath & Strong to help with a quality program. Now, almost a decade later, they look back and reflect on what they've achieved."


Drayton, Kevin G. "Are You Ready to Apply for the Award?" (Malcolm Baldrige National Quality Award) MANAGEMENT REVIEW, Vol. 80, November 1991, pp. 40-43.


"First Find Your Bench." (Article about benchmarking, an increasingly popular way for firms to compare and measure themselves against top corporate performers) ECONOMIST, Vol. 319, 11-17 May 1991, p. 72.


Two additional parts are expected to be published in April and May 1992.


The 4th part is expected to be published in April 1992.


Pp. 7-29: "The Quality Imperative." (Overview)
7 articles.


Sensenbrenner, Joseph. "Quality Comes to City Hall." (The author was Mayor of Madison, Wisconsin from 1983 to 1989 and is currently a consultant on the application of total quality management in the public sector) HARVARD BUSINESS REVIEW, Vol. 69, March-April 1991, pp. 64-75.


NEW PERIODICALS

The Library recently purchased subscriptions to the following periodicals pertaining to the subject of quality:

- JOURNAL FOR QUALITY AND PARTICIPATION
- QUALITY
- QUALITY DIGEST
- QUALITY PROGRESS

VIDEORECORDINGS


Vol. 2: "The 14 Points."
Vol. 7: "The Red Bead Experiment and Life."
Vol. 8: "Lessons of the Red Bead Experiment."
Vol. 9: "The Funnel Experiment."


To be used with the book entitled QUALITY WITHOUT TEARS:
THE ART OF HASSLE-FREE MANAGEMENT, by Philip B. Crosby.
(A copy of this book is located with the video.)

Pt. 1: "The Global Marketplace."
Pt. 2: "Change to Survive: A Brand New Ballgame."
Pt. 3: "How to Hit the Moving Target."