The United States, as an industrialized nation, has no choice about whether to march in the total quality management parade. The only choice is whether it marches at the front, middle or end. DoD chooses to be at the front of the parade. It is turning the corner, and there is no looking back.

Excerpt from "Total Quality Management: A View from the Top."
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). All the items are 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.)

A special thank you goes to Mrs. Virginia Shope who graciously gave of her time and expertise to type this bibliography.

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

- Preface ........................................................... i
- Overview, Philosophy, and General Information ................. 1
- Materials By and About the Quality Masters or Their Ideas ...... 3
- Leadership/Management Aspects of TQM ................................. 6
- Implementation .................................................. 10
- Training .......................................................... 13
- Empowerment ...................................................... 14
- Teams/Groups .................................................... 15
- Measurement/Quality Control Tools/Benchmarking .................. 18
  - ISO 9000 Series ............................................. 20
- Customer Focus .................................................. 21
- Attitudes, Psychological Factors ..................................... 23
- Awards for Quality ............................................... 24
- TQM and the Department of Defense .................................. 25
- TQM and Government .............................................. 30
- TQM and Business/Industry ......................................... 31
- TQM and Academia ................................................ 35
- Bibliographies/Resources ............................................. 36
- The Future ........................................................... 37
- Periodicals Specializing in TQM Articles .......................... 38
- Videorecordings ....................................................... 38
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- QUALITY
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