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William M. Lindsay is Professor Emeritus of Management at Northern Kentucky University. In addition to co-authoring eight editions of MANAGING FOR QUALITY AND PERFORMANCE EXCELLENCE (including predecessors), he is the co-author of TOTAL QUALITY AND ORGANIZATION DEVELOPMENT.

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top management ensure that quality objectives are established at relevant functions and levels within the organization, that they be measurable and consistent with the quality policy, that planning be carried out in order to meet quality system requirements and the quality objectives, and

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Managing for Quality and Performance Excellence, 2012, 784 ...

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Performance Management and Quality Improvement

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Chapter 40. Maintaining Quality Performance | Section 1

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Using Earned Value Management to Measure Project Performance

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