## QUALITY AND PERFORMANCE EXCELLENCE

Management, Organization, and Strategy

SEVENTH EDITION

James R. Evans University of Cincinnati



Australia • Brazil - Japan • Korea • Mexico • Singapore • Spain - United Kingdom • United States

## **BRIEF CONTENTS**

## Preface xi

PART	1	Foundations of Quality and Performance Excellence 1
CHAPTER	1	Introduction to Quality and Performance Excellence 3
CHAPTER	2	Frameworks for Quality and Performance Excellence 46
CHAPTER	3	Tools and Techniques for Quality Design and Control 105
CHAPTER	4	Tools and Techniques for Quality Improvement 148
PART	2	Performance Excellence, Strategy, and Organization Theory 197
CHAPTER	5	Competitive Advantage and Strategic Management for Performance Excellence 199
CHAPTER	6	Quality in Customer-Supplier Relationships 253
CHAPTER	7	Designing Organizations for Performance Excellence 292
PART	3	Performance Excellence and Organizational Behavior 327
CHAPTER	8	Quality Teamwork 329
CHAPTER	9	Engagement, Empowerment, and Motivation 361

- PART 4 Leadership and Organizational Change 393
- CHAPTER 10 Leadership for Performance Excellence 395
- CHAPTER 11 Performance Excellence and Organizational Change 429 Index 467

Bibliography (Available on the product website)