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Episode 7: Establishing the Books "The Making of a Book"

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Ramasamy (2012) stated that there is no doubt that Kaizen (which is LM tool) is a part of TQM. Furthermore, he concluded that LM comprises many good concepts; all of them are principles/strategies...

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(Subburaj Ramasamy; TQM-Int'l Edition 2012) Customer satisfaction is the state of mind that customers have about a company when their expectations have been met or exceeded over the lifetime of the product or service. The achievement of customer satisfaction leads to company loyalty and product repurchase.

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Thesis Customer Satisfaction - PHDessay.com

Subburaj Ramasamy Abstract---Software reliability is an important attribute in customer satisfaction. As it quantifies software failures, it is generally accepted as the key factor in software...

This book presents a comprehensive view of concepts, principles and practices of Total Quality Management (TQM) from basics

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through advanced tools and techniques for practical implementation. It is well known that 'Total Organization Involvement' in understanding and implementing TQM, along with the integrated business strategy, provided Japanese organizations with a strong platform for a meteoric rise to world-class performance and global leadership in every sphere of their operation. The success of TQM therefore depends a lot on the strong foundation and infrastructure of an organization. This is the crux of the author's theory of 'Holistic Management System for World-class Performance and Leadership' expounded in this book. It is a TQM-based model that helps create a world-class management system for performance excellence and global leadership. The concluding part of the book cites several examples of practical implementation of TQM principles and practices in

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various manufacturing and service sectors of the Indian industry, providing elaboration and analysis of each case study. The book is aimed at undergraduate and postgraduate students of management as well as students of most engineering disciplines. It can also be used by the industries as a valuable guide to continuous improvement and implementation of a world-class management system in line with the TQM principles and practices. In a nutshell, the book provides wide coverage of areas related to TQM and integrates all its processes, tools and techniques under one management system to help businesses grow and excel. This is indeed the unique feature of the book.

Written by dedicated educators who are also real-life engineers with a passion for the discipline, Engineering Fluid Mechanics, 11th

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Edition, carefully guides students from fundamental fluid mechanics concepts to real-world engineering applications. The Eleventh Edition and its accompanying resources deliver a powerful learning solution that helps students develop a strong conceptual understanding of fluid flow phenomena through clear physical descriptions, relevant and engaging photographs, illustrations, and a variety of fully worked example problems. Including a wealth of problems-- including open-ended design problems and computer-oriented problems--this text offers ample opportunities for students to apply fluid mechanics principles as they build knowledge in a logical way and enjoy the journey of discovery.

This is a comprehensive book on C++. It serves the needs of both new and experienced programmers to understand the concepts of

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this power-packed language. It addresses the latest revisions to the Standard C++ language. The twin features of this language, namely, procedure-oriented and object-oriented programming, have been brought out in a very crisp manner. The book intends to remove the fear of 'containers' from the minds of programmers and enable them to use the concept unambiguously and effectively. More than 200 programs have been included in the book after ensuring their correctness with standard C++ compatible compilers, such as gnu g++ and Code::Blocks. This student-friendly book has no prerequisites and contains all that is needed to make the undergraduate and post-graduate students expert C++ programmers. It will be a boon to a novice as well as an experienced programmer.

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Environmental Engineering: Fundamentals, Sustainability, Design presents civil engineers with an introduction to chemistry and biology, through a mass and energy balance approach. ABET required topics of emerging importance, such as sustainable and global engineering are also covered. Problems, similar to those on the FE and PE exams, are integrated at the end of each chapter. Aligned with the National Academy of Engineering's focus on managing carbon and nitrogen, the 2nd edition now includes a section on advanced technologies to more effectively reclaim nitrogen and phosphorous. Additionally, readers have immediate

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This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you make sure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any

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industry or market. The layout of the book has been designed to help speed your learning. Throughout, the authors have split the pages into two halves: the top half presents key concepts using brief language—almost keywords—and the bottom half uses examples to help explain those concepts. A roadmap in the margin of every page simplifies navigating the book and searching for specific topics. The book is suited for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector.

Advanced Engineering Mathematics provides comprehensive and contemporary coverage of key mathematical ideas, techniques, and their widespread applications, for students majoring in engineering, computer science, mathematics and physics. Using a wide range of

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examples throughout the book, Jeffrey illustrates how to construct simple mathematical models, how to apply mathematical reasoning to select a particular solution from a range of possible alternatives, and how to determine which solution has physical significance. Jeffrey includes material that is not found in works of a similar nature, such as the use of the matrix exponential when solving systems of ordinary differential equations. The text provides many detailed, worked examples following the introduction of each new idea, and large problem sets provide both routine practice, and, in many cases, greater challenge and insight for students. Most chapters end with a set of computer projects that require the use of any CAS (such as Maple or Mathematica) that reinforce ideas and provide insight into more advanced problems. Comprehensive coverage of frequently used integrals, functions and fundamental

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mathematical results Contents selected and organized to suit the needs of students, scientists, and engineers Contains tables of Laplace and Fourier transform pairs New section on numerical approximation New section on the z-transform Easy reference system

While rooted in traditional marketing principles, successful fashion marketing presents a unique set of opportunities and challenges. *Marketing Fashion: A Global Perspective* is the first text to engagingly present marketing theories and practices as they specifically relate to apparel, home goods, and other design-driven products. Using a variety of contemporary examples, the text details how fashion marketers develop and apply marketing strategies that meet consumer needs at a profit. Topics covered include: consumer

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and organizational buying behavior, market research, market segmentation, product planning and positioning, pricing, retailer relationships, and additional classic marketing theories and practices as they relate to design. In addition, Marketing Fashion explores in depth contemporary issues such as technology, social responsibility and ethics, sustainability, and globalization, and considers effective strategies for various economic climates.

This work is a repository of the research outcome over the years. Written by an expert in the field, the concepts presented in the book will help to transfer the knowhow to the industry for wider application of the research spread over several years. Salient features of the book: Elaborates on Hardware and Software Reliability, and important Reliability Mathematics terms and

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definitions Covers new flexible models for software reliability assessment like Generalized NHPP Models and Flexible and Graphical Models Includes features of a large number of Software Reliability Growth Models (SRGMs) Focuses on important topics like Quality Metrics Producing SRGMs and Software Release Time Determination and Application of SRGMs Includes a large number of examples, illustrations, and worked equations Detailed Appendices offer hands-on guidance to students and practitioners Comprehensive in coverage and easy to understand, this book will serve as the primary textbook for students pursuing B. Tech, M. Tech, and MCA across all institutions and as a reference work for practitioners in the software industry.

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