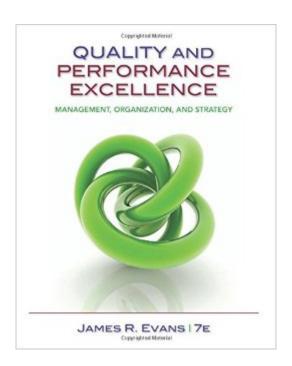
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# **Quality & Performance Excellence**





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Delivering cutting-edge coverage that includes the latest thinking and practices from the field, QUALITY AND PERFORMANCE EXCELLENCE, 7e presents the basic principles and tools associated with quality and performance excellence using relevant, real-world illustrations and examples. The text thoroughly illustrates how these basic principles and methods have been put into effect in a variety of organizations. It also illustrates the relationship between basic principles and the popular theories and models studied in management courses. Excellent case studies focus on large and small companies in manufacturing and service industries in North and South America, Europe, and Asia-Pacific. Available with InfoTrac Student Collections http://gocengage.com/infotrac.

#### **Book Information**

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UPS saved the day this time because it treated the overnight package with far more dignity and respect than Post Office did. The book was still damaged but far less than the first one. I needed the book and honestly did not believe would change the packaging so I kept the second book. It seemed like 's shipping protocols called for books to be sent in an envelope. It was acceptable as long as the envelope itself was capable of handling the weight of the content. In this case, someone most definitely picked the wrong envelope for the task! Using Post Office as the first option was yet another poor decision because unlike UPS or FedEx, USPS delivery totally lacked accountability for on-time delivery. I was sad to see such poor execution and handling of a Prime account order on a rather delicate item that was over \$100. What would have happened to other Prime account orders?

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