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The extant operations management literature has extensively investigated the associations among quality, customer satisfaction, and firm profitability.

The impact of employee satisfaction on quality and

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Mass customization - Wikipedia

TQM can be defined as a holistic management philosophy that strives for continuous improvement in all functions of an organization, and it can be achieved only if the total quality concept is utilized from the acquisition of resources to customer service after the sale.

The relationship between total quality management

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Total quality management (TQM) is considered a very important factor for the long-term success of an organization. TQM implementation has been an important aspect for improving organisational efficiency. The links between TQM and performance have been investigated by numerous scholars. While examining the relationship between TQM and performance scholars have used different performance types ...

Total Quality Management and Organizational Performance

Charles de Ganahl Koch (/ k oÉŠ k /; born November 1, 1935) is an American businessman, political donor and philanthropist. As of June 2018, he was ranked as the 8th-richest person in the world, with an estimated net worth of \$50.7 billion. Koch has been co-owner, chairman, and chief executive officer of Koch Industries since 1967, while his brother David Koch serves as executive vice president.

Charles Koch - Wikipedia

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