



Customer-Driven Project Management: A New Paradigm in Total Quality Implementation

Bruce T. Barkley, James H. Saylor

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Total Quality Management (TQM) is one of the hottest new management techniques developed in recent years. This book introduces project managers and engineers to the concept of TQM and demonstrates how to put quality improvements 'on line.' A unique eight-phase system shows readers how they can become key team players-working with management to meet customer needs without sacrificing schedules or running over budget. The authors explain the importance of the front-end concept in project management and how to reorganize project phases for greater efficiency and quality. Numerous case studies and computer applications are included to help readers apply these techniques to their own companies as well as assess their own management skills.

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