



# Total Quality Management in Education (Kogan Page Educational Management)

*Edward Sallis*

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Total Quality Management is a way of helping institutions to manage change and to set their own agendas for dealing with new external pressures. In this updated edition the author examines the key concepts of TQM and shows how it can be put to effective use in education. The book includes a self-assessment checklist, and provides a framework and guidelines for transforming institutional culture - often a slow process.

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