

BEYOND

TOTAL QUALITY MANAGEMENT

TOWARD THE EMERGING PARADIGM



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GREG BOUNDS

LYLE YORKS

MEL ADAMS

GIPSIE RANNEY



Beyond Total Quality Management

Toward the Emerging Paradigm

Greg Bounds

University of Tennessee

Lyle Yorks

Eastern Connecticut State University

Mel Adams

University of Alabama in Huntsville

Gipsie Ranney

University of Tennessee

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