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Increasingly, the demise of many businesses and organizations is being blamed on current western management practice--which can be traced directly back to the 19th century and Frederick Taylor's theory of scientific management. Although W. Edwards Deming proposed a new, more modern philosophy of management decades ago, the western world, instead, continued to practice Taylor's philosophy--by now adulterated and corrupted many times over into a new form of its own (neo-Taylorism). This volume explores--in depth--neo-Taylorism (where it came from and what its beliefs are), Deming's philosophy (his system of profound knowledge and his 14 points), and suggests how Deming's philosophy--if adopted--could be an antidote for today's managerial ineffectiveness. Shows organization and technical managers how to change--using Deming's principles--in order to improve quality in delivered services and products and in employee satisfaction. Analyzes the flaws of Taylorism and Neo-Taylorism-- with point-by-point comparison with Deming's philosophy. Clearly explains the Deming quality philosophy from a conceptual framework that can then be applied (rather than from a recipe or case study format, which has proven to be ineffective). For Executive and Technical Managers (all industries); Quality Managers and Practitioners; Quality, Productivity, Organizational Development Consultants.

Thomas C. Foster, acclaimed author of the phenomenal bestseller *How to Read Literature Like a Professor*, returns with a hugely entertaining appreciation of twenty-five works of literature that have greatly influenced the American identity. In a delightfully informative, often wry manner, *Twenty-Five Books that Shaped America* looks closely at important literary classics that are true national treasures. From *The Autobiography of Benjamin Franklin*, *The Scarlet Letter*, *Moby Dick*, and *Huckleberry Finn* through Harper Lee's *To Kill a Mockingbird*, Jack Kerouac's *On the Road*, and Thomas Pynchon's *The Crying of Lot 49*, *Twenty-Five Books that Shaped America* examines masterpieces of the written word that have greatly influence what we are as a people and a nation.

This text is an introduction to the field of quality management, integrating the body of knowledge in the areas of quality theory, quality assurance, and quality control.

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graduate operations management courses. Smart managers understand that firms do not act alone to produce products and services. The new *Managing Supply Chain and Operations* shows students how and why supply chain and operations management is important to their future careers. This text takes a balanced approach and, while rigorous, is not solely focused on quantitative material. The authors employ a four-part integrative model throughout the text that ties together the key functions of supply chain, operations, and customer relationship management that focuses on improving, innovating, and integrating in these areas. With cutting-edge material and an up-to-date global approach, this text is filled with scenarios and real-world examples that will prepare today's students to be tomorrow's successful managers. Fully integrated with MyOMLab, students and instructors alike will benefit from personalized learning and a dynamic set of assessment tools that will help improve performance in the course. Also available with MyOMLab MyOMLab is an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts.

In 1782, J. Hector St. John de Crèvecoeur wrote, "What then, is the American, this new man? He is an American, who, leaving behind him all his ancient prejudices and manners, receives new ones from the new mode of life he has embraced." In casting aside their European mores, these pioneers, de Crèvecoeur implied, were the very embodiment of a new culture, society, economy, and political system. But to what extent did manliness shape early America's character and institutions? And what roles did race, ethnicity, and class play in forming masculinity? Thomas A. Foster and his contributors grapple with these questions in *New Men*, showcasing how colonial and Revolutionary conditions gave rise to new standards of British American manliness. Focusing on Indian, African, and European masculinities in British America from earliest Jamestown through the Revolutionary era, and addressing such topics that range from slavery to philanthropy, and from satire to warfare, the essays in this anthology collectively demonstrate how the economic, political, social, cultural, and religious conditions of early America shaped and were shaped by ideals of masculinity. Contributors: Susan Abram, Tyler Boulware, Kathleen Brown, Trevor Burnard, Toby L. Ditz, Carolyn Eastman, Benjamin Irvin, Janet Moore Lindman, John Gilbert McCurdy, Mary Beth Norton, Ann Marie Plane, Jessica Choppin Roney, and Natalie A. Zacek.

**MORE THAN ONE MILLION COPIES IN PRINT** • "One of the seminal management books of the past seventy-five years." —*Harvard Business Review* This revised edition of the bestselling classic is based on fifteen years of experience in putting Peter Senge's ideas into practice. As Senge makes clear, in the long run the only sustainable competitive advantage is your organization's ability to learn faster than the competition. The leadership stories demonstrate the many ways that the core ideas of the Fifth Discipline, many of which seemed radical when first published, have become deeply integrated into people's ways of seeing the world and their managerial practices. Senge describes how companies can rid themselves of the learning blocks that threaten their productivity and success by adopting the strategies of learning organizations, in which new and expansive patterns of thinking are nurtured, collective aspiration is set free, and people are continually learning how to create the results they truly desire. Mastering the disciplines Senge outlines in the book will:

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A thoroughly revised and updated edition of Thomas C. Foster's classic guide—a lively and entertaining introduction to literature and literary basics, including symbols, themes, and contexts—that shows you how to make your everyday reading experience more rewarding and enjoyable. While many books can be enjoyed for their basic stories, there are often deeper literary meanings interwoven in these texts. *How to Read Literature Like a Professor* helps us to discover those hidden truths by looking at literature with the eyes—and the literary codes—of the ultimate professional reader: the college professor. What does it mean when a literary hero travels along a dusty road? When he hands a drink to his companion? When he's drenched in a sudden rain shower? Ranging from major themes to literary models, narrative devices, and form, Thomas C. Foster provides us with a broad overview of literature—a world where a road leads to a quest, a shared meal may signify a communion, and rain, whether cleansing or destructive, is never just a shower—and shows us how to make our reading experience more enriching, satisfying, and fun. This revised edition includes new chapters, a new preface, and a new epilogue, and incorporates updated teaching points that Foster has developed over the past decade.

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