



Total Quality in Managing Human Resources

By Diana S. Furr, Joseph A. Petrick

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Human resource management is a particularly challenging role, both domestically and globally. This challenge can be viewed either as an opportunity or as a threat. As an opportunity, the principles and practices of total quality presented in this book can help human resource professionals or anyone who manages people, transform institutionalized mediocrity into organizational excellence.

The focus of this book is on managing the difference TQ makes in human resources. Whereas the traditional nature and scope of responsibility for most human resource professionals has been that of staff support geared to administrative compliance, the total quality approach offered here reveals the keys to developing and sustaining commitment to world-class performance. These keys include strategic input and continual improvement of the human resource system to enhance internal and external customer satisfaction both now and in the future. The full meaning of these new TQ role demands is explored in light of the driving forces reshaping the HR environment into the 21st Century. In addition, this book offers practitioner assessment instruments, practical TQ tools, and specific implementation steps to take in order to make the TQ difference in managing human resources domestically and globally.

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Editorial Review

Review

Managing people is not always easy. Organizations face new challenges almost every day. This means that managers have to be able to respond effectively. This book is targeted at those who are in a position of influence. It aims to help change what may appear to be a threat into an opportunity. Total quality management could be the answer.

Users Review

From reader reviews:

Charles Jones:

Your reading sixth sense will not betray you, why because this Total Quality in Managing Human Resources reserve written by well-known writer whose to say well how to make book that may be understand by anyone who read the book. Written with good manner for you, leaking every ideas and composing skill only for eliminate your current hunger then you still hesitation Total Quality in Managing Human Resources as good book not merely by the cover but also by content. This is one guide that can break don't judge book by its handle, so do you still needing yet another sixth sense to pick this kind of!? Oh come on your reading sixth sense already alerted you so why you have to listening to an additional sixth sense.

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