



Essentials of Quality with Cases and Experiential Exercises

By Victor E. Sower

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Thoroughly tested and used by students and proven to help students taking the American Society for Quality's Certified Quality Improvement Associate exam, *Essentials of Quality* is highly accessible, experiential, and unique in its coverage of current quality management topics, from creative and innovative improvements and approaches to today's economic environment to ways of developing metrics for measuring and evaluating programs. With non-academic, reader-friendly writing, the text features many chapter exercise and cases that provide students with hands-on experience.

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Editorial Review

Review

This book was written with the student in mind so it would make a good textbook. The book has a good coverage of topics listed on the body of knowledge for the CQIA and could be a good primer for that exam. - Journal of Quality Technology.

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