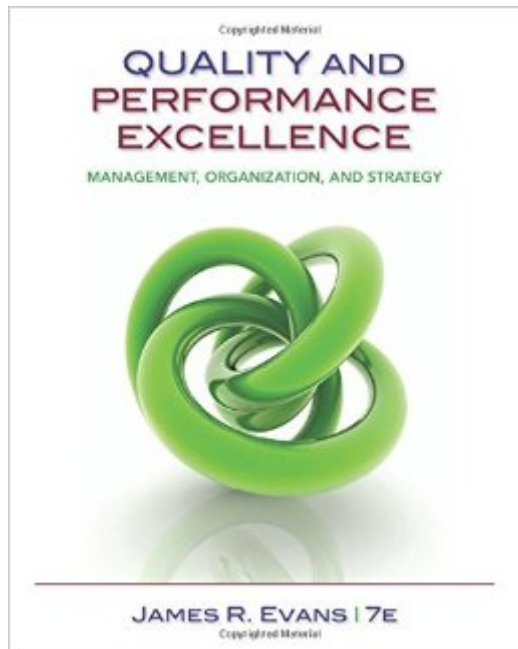


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# Quality & Performance Excellence



## Synopsis

Delivering cutting-edge coverage that includes the latest thinking and practices from the field, **QUALITY AND PERFORMANCE EXCELLENCE**, 7e presents the basic principles and tools associated with quality and performance excellence using relevant, real-world illustrations and examples. The text thoroughly illustrates how these basic principles and methods have been put into effect in a variety of organizations. It also illustrates the relationship between basic principles and the popular theories and models studied in management courses. Excellent case studies focus on large and small companies in manufacturing and service industries in North and South America, Europe, and Asia-Pacific. Available with InfoTrac Student Collections <http://goengage.com/infotrac>.

## Book Information

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Product Dimensions: 7.4 x 1.1 x 9 inches

Shipping Weight: 1.8 pounds (View shipping rates and policies)

Average Customer Review: 4.2 out of 5 stars Â Â See all reviews Â (10 customer reviews)

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## Customer Reviews

I needed the book for a project and decided to order from through my Prime account. The book itself was just fine but how it got here was not exactly what I would expected. The first delivery through USPS was late by a whole day. The heavy paperback book was in an over-sized, very thinly-padded envelope that clearly not designed to protect the heavy content. The envelope was badly broken at the seal and US Postal Services had to taped up the battered and abused envelope ensuring the book wouldn't just fall out. The \$125 book was scratched and dent, showing visible battle scars from the abuses taken during transportation all because of total lack of protection. I contacted 's customer service and a replacement book was order and sent the same day.

Unfortunately, it arrived the next day in the same "over-sized, thinly-padded envelope"! Fortunately UPS saved the day this time because it treated the overnight package with far more dignity and respect than Post Office did. The book was still damaged but far less than the first one. I needed the book and honestly did not believe I would change the packaging so I kept the second book. It seemed like USPS shipping protocols called for books to be sent in an envelope. It was acceptable as long as the envelope itself was capable of handling the weight of the content. In this case, someone most definitely picked the wrong envelope for the task! Using Post Office as the first option was yet another poor decision because unlike UPS or FedEx, USPS delivery totally lacked accountability for on-time delivery. I was sad to see such poor execution and handling of a Prime account order on a rather delicate item that was over \$100. What would have happened to other Prime account orders?

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