

Increasingly, the demise of many businesses and organizations is being blamed on current western management practiceâ€”which can be traced directly back to the 19th century and Frederick Taylors 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 Taylors philosophyâ€”by now adulterated and corrupted many times over into a new form of its own (neo-Taylorism). This volume exploresâ€”in depthâ€”neo-Taylorism (where it came from and what its beliefs are), Demings philosophy (his system of profound knowledge and his 14 points), and suggests how Demings philosophyâ€”if adoptedâ€”could be an antidote for todays managerial ineffectiveness. Shows organization and technical managers how to changeâ€”using Demings principlesâ€”in order to improve quality in delivered services and products and in employee satisfaction. Analyzes the flaws of Taylorism and Neo-Taylorismâ€” with point-by-point comparison with Demings 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.

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