

# Managing Quality: The Strategic And Competitive Edge By David A. Garvin

By David A. Garvin

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[http://pma.doit.wisc.edu/DoIT%20Templates\\_Examples/Stage%20%20-%20Initiate/Stage%20%20Intiate%20-%20Templates/2.6.2%20Template%20-%20Quality,%20v1.0.doc](http://pma.doit.wisc.edu/DoIT%20Templates_Examples/Stage%20%20-%20Initiate/Stage%20%20Intiate%20-%20Templates/2.6.2%20Template%20-%20Quality,%20v1.0.doc)

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<http://www.villanovau.com/resources/six-sigma/quality-management-strategies/>

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Total quality management "Total Quality Management (TQM) in the Department of Defense is a strategy for continuously improving performance at every level,  
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