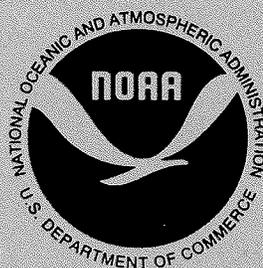


# Brief Bibliography

# TOTAL QUALITY MANAGEMENT



# AUGUST 1990

U.S. DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
National Environmental Satellite, Data, and Information Service  
National Oceanographic Data Center

## TOTAL QUALITY MANAGEMENT

The concept of Total Quality Management (TQM) is being promoted throughout the private and federal work sectors as the management philosophy of the 90's. TQM emphasizes responsibility upon the immediate managers and workers to be more responsive, efficient, cost-conscious and observant of high quality, all toward achieving customer satisfaction.

A large factor in the success of TQM depends on the adequate training of all personnel involved. To this end, the Federal Quality Institute within the U.S. Office of Personnel Management has been established as a resource for government agencies. Additionally, the Center for Applied Management of the U.S. Department of Agriculture Graduate School offers TQM courses. Within the U. S. Department of Commerce, the Office of Technology Policy maintains a library on productivity and quality. Their number is (202) 377-0940.

The U. S. government is promoting active participation in TQM through the Malcolm Baldrige National Quality Award which is administered by the National Institute of Standards and Technology of the U.S. Department of Commerce. The award is presented to the American companies which employ best Total Quality Management.

This selective bibliography covers a wide array of published materials on TQM, from its implementation in the private sector to achievements in the federal sector. Much has been written within the last year on this topic and on quality improvement in general. Thus, most citations included are from 1988 and 1990, while all date within the past four years. Items cited were taken from other bibliographies as well as the NOAALINC (NOAA Library and Information Network Catalog on CD-ROM). Only items specifically mentioning TQM have been included. Although the majority of sources cited herein are not in the NOAA Central Library, the Library Staff can obtain copies upon request. Questions about this material should be addressed to the Reference Desk, NOAA Central Library, 6009 Executive Blvd., Rockville, MD 20852, or call (301) 443-8330.

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