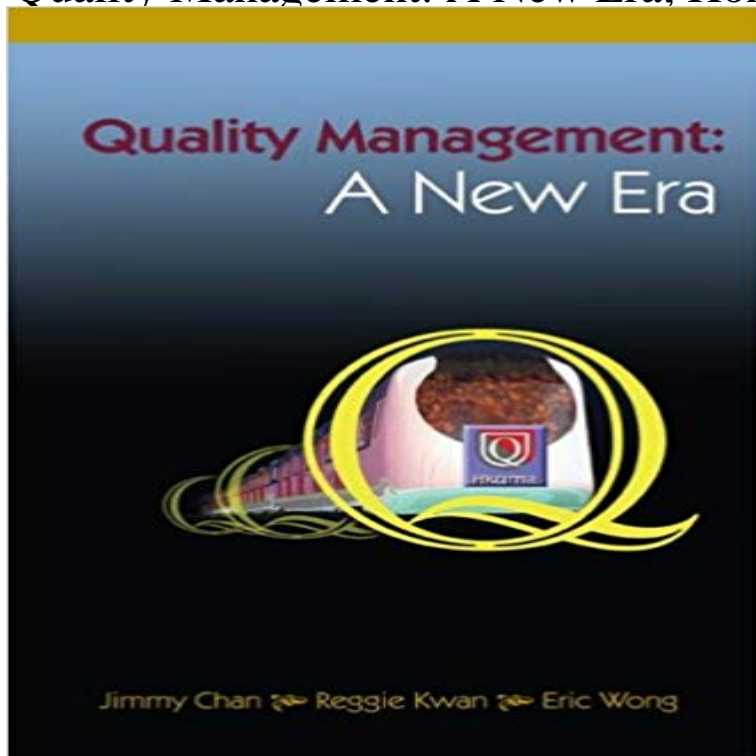


Quality Management: A New Era; Hong Kong, 14-15 January 2005



This volume covers the most current theories and practices in Quality Management and Six Sigma. Successful application of Quality Management and Six Sigma has been reported in a number of scenarios including computer software, manufacturing, supply chain management, customer relationship management, and so on. The refereed papers which comprise the book are selected from the First International Conference on Quality Management and Six Sigma. In some cases, authors of short papers were invited to elaborate on their ideas into detailed descriptions of practices. The contributors are academic researchers as well as industrial practitioners in the field. The book will be an important resource for students, researchers, and professionals involved in quality management.

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