



3rd Revised Edition

Total Quality Management in Education



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This is a completely **revised 3rd edition** of the popular book, Total Quality Management in Education. First published in 2001, the book has been translated into many languages and highly praised by readers globally.

In spite of the difficulties in defining and capturing 'quality' in a framework, the author admirably succeeds in helping readers to understand the role of TQM in improving the quality of education. The book combines an extensive literature review with the author's own experience as an institution builder and experiments on quality management to develop a practical guide for quality improvement for institutional leaders.

The book adds several new features: introduces Shewhart, Lewin, Deming, Juran, Crosby, Ishikawa, Taguchi and other quality gurus to the readers; a case study of successful application of TQM in rural schools, academic quality assurance, and quality assessment and audit to the readers. It proposes a new set of TQM principles that a good leader should apply. Several new instruments for quality assessment adds value to the book.

Enriched with several examples from the field situation and local metaphors, the third edition of Total Quality Management in Education stands out as one of the finest practical guides to quality management in education.

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