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MILITARY MANAGEMENT

A Working Bibliography of MHI Sources

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 \mathbf{TQM} = management approach oriented on continuous customer satisfaction achieved by continuous improvements in the production process achieved, in turn, by involvement of the total work force. First developed by American specialists during the 1930s & 40s. This approach was taken up not by American industrialists but by the Japanese as they reconstructed their economy after WWII's defeat and occupation. Subsequent Japanese economic success led American managers to begin emulating this particular management approach by the 1980s. The US Dept of Defense transformed its productivity improvement program of the 1970s into TDQ by 1987. See:

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