



# Quality Management for Organizational Excellence: Introduction to Total Quality

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#### **About the Author**

David Goetsch, Ph.D., was recognized as Technical Instructor of the Year by the U.S. Department of Education in 1984. In 1986, he was honored as Technical Educator of the Year by the Florida Vocational Association. A member of the American Management Association, the Florida Association of Community Colleges, and the American Society for Quality, Goetsch currently serves as vice president and professor emeritus at Northwest Florida State College.

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