



# The Management and Control of Quality

*James R. Evans, William M. Lindsay*

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Evans/Lindsay is a market leader in this area. James Evans is a well-known author in the field, and is the current president of the Decision Sciences Institute. With his past experience as an examiner for the Malcolm Baldrige Award, the text, chapters and content, are heavily influenced by the framework and essential content of the Malcolm Baldrige National Quality Award criteria. The authors believe the principles of total quality as reflected in the Baldrige Award provide the best overall synthesis of the concept of quality. The text continues to provide a managerially-oriented, integrated view but also blends technical topics as well. All chapters have been updated to reflect the most current thinking in the profession.

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