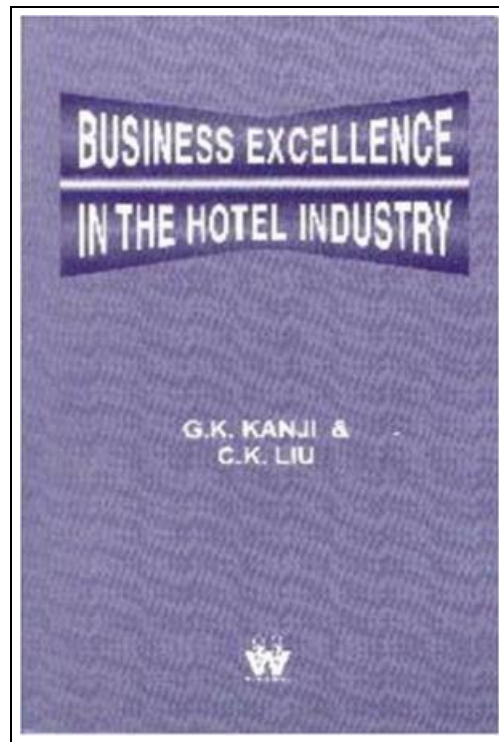


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Wisdom House Publications Ltd, United Kingdom, 2010. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.The purpose of this book is to understand the state of the art total quality management process for the Hotel Industry and to develop a model of business excellence to help monitor and guide hoteliers in search of excellence. The objectives are as follows: To study the barriers and implementation of TQM in the hotel industry To determine the critical success factors to develop Business Excellence model for the hotel industry To validate the Business Excellence Model with relevant data To measure the performance of critical success factors and organisational performance To measure the strength of casual connections among critical success factors and business excellence To set up a Business Excellence Index and customer satisfaction index for the hotel Industry Professor Kanji, who is the Director of Kanji Quality Culture Ltd., is also Emeritus Professor of applied statistics at Sheffield Hallam University. He is also the founder editor of the two international journals namely, Journal of Applied Statistics and that of Total Quality Management. With a career spanning 38+ years in the field of statistics and quality, incorporating teaching, publishing journals and books, writing technical papers and presenting research findings around the world, Professor Kanji is an enthusiastic teacher, trainer, researcher and innovator. Having published more than 70 research papers and 15 books in Statistics and Total Quality Management, Professor Kanji is a very active fellow member of the American Society for Quality (ASQ) and a promoter of ASQ in the UK. He was appointed as Vice Chair of the International Chapter of the ASQ for Europe and the Middle East. In addition to presenting papers at other high profile international conferences he presents papers at the Annual ASQ Congress. He is a Fellow of the...



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