



# Total Quality Management in Human Service Organizations (SAGE Human Services Guides)

*Lawrence L. Martin*

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Total Quality Management (TQM) is shaping the management of the 1990s. This book is the first to present TQM concepts with social service administrators in mind. With examples drawn from public administration, gerontology, public health and non-profit-making organizations, the book provides sound background information on TQM for practitioners.

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