



Total Quality Management in Education

Marmar Mukhopadhyay

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This is a completely revised version of a very successful text first published in 2001. It incorporates the author's rich experience (at both the micro and macro levels) in the actual implementation of TQM in various educational institutions. He has deftly adapted the TQM philosophy and methodology—which originated in industry—to suit education, and anchored it in the Indian cultural ethos.

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