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Factors for Success and Failure of Quality Management Processes: A Case Study Review

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Abstract: This article identifies a number of factors that play a role in the successful implementation of quality management programs such as total quality management, six sigma, or lean. A number of case studies are reviewed and common themes are discussed. Key factors in successful quality management program implementation include management support, comprehensive program implementation, change management, resource allocation, and employee involvement.

Keywords: Quality management, LEAN, Six-sigma