

*Call for Papers:  
Special Issue on “Quality Management”*

**International Journal of Engineering, Science and Technology (IJEST)**

*Special Issue on: “Quality Management”*

Today, organizations focus on speed, efficiency, and customer value to be globally competitive, and the long-term sustainability of any organization depends on its commitment to continuous improvement. Quality is consistent, long-term, on-target performance of products and services in the hand of the customer. To satisfy customers, their needs must be considered throughout the entire planning, design, development, manufacturing process, delivery and service. Quality is critical to enhancing competitive performance, growing market share, and improving profitability. Three elements of profitability include 1) quality of products and services, 2) value or cost, and 3) timeliness of delivery. Total Quality Management (TQM) is a philosophy and culture with associated scientific tools and methods and leadership actions. The Quality Management vision helps companies remain competitive in the face of customers’ constantly changing and evolving expectations. The principles, practices, and techniques embodied within continuous improvement form a comprehensive organizational philosophy that strives to effectively fulfill customers’ needs, and organizations implement such programs in order to create organizational knowledge and improve performance. The TQM imperatives consist of customer focus, worker empowerment/involvement and continuous improvement. These imperatives create the culture of quality.

The objective of the issue is to invite contributions from the community of researchers, academicians and practitioners from industries and research establishments in the area of quality management. The topics to be covered include, but not limited to:

- Supply Chain Quality
- Six Sigma and Lean
- Continuous Improvement Techniques
- Modern Management Methods
- Culture of Quality
- Quality Systems and Standards

**Submission Guidelines and Important Dates**

Manuscripts should be in English and normally not exceed 7000 words in length (single column, 10 pt running text, double spacing, Times New Romans). All contributions will be subjected to a blind review process. Manuscripts must be sent electronically to the following email addresses:

cudney@mst.edu, cassa@mst.edu, marskiou@yahoo.com, sa\_oke@yahoo.com

with the subject title as: Special Issue on “Quality Management” in Word document (Microsoft Word 97/2000/2003 version) not later than January 1, 2011. The official website of the journal is found at [www.ijest-ng.com](http://www.ijest-ng.com).

Important dates are as follows:

Deadline for full paper submission:	<b>January 1, 2011</b>
First turn of paper review:	<b>March 1, 2011</b>
Second turn of paper review:	<b>May 1, 2011</b>
Final (Camera-ready) paper submission:	<b>July 1, 2011</b>

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