

Reading list for Quality Management and Engineering, TMQU03, 2020

Books

Grenyr Ida, Bergquist Bjarne, Elg Mattias, (2020) *Quality Management: An Introduction* Studentlitteratur

Studying the mandatory book, compendiums and reading the assigned papers is enough to pass the course, but if you aim for higher grade we recommend that you complement your studies with the recommended book: Bergman and Klefsjö (2010), see Additional literature below.

Other

Papers and a selection of compendiums are available on the course web page in Lisam.

Additional literature

Books

Bergman Bo, Klefsjö Bengt, (2010) *Quality from Customer Needs to Customer Satisfaction* Studentlitteratur
ISBN: 9789144059426