
Total Quality Organisation
*Balance & Harmony
for Excellence*

by
Thomas J. Barry

Author of
"Excellence Is A Habit: How To Avoid Quality Burnout"

Contents

Introduction

Chapter 1	Balance and Harmony	1
Chapter 2	Leadership and Management	17
Chapter 3	Organisation	31
Chapter 4	Motivational Environment	47
Chapter 5	Process Focus	60
Chapter 6	The Journey Towards Excellence	77
Bibliography		97
Index		103