

FOREWORD

Nowadays organizations are operating in an environment of constant changes and ever-increasing expectations from the community. There are new demands on its output quality and social responsibilities. To ensure its sustainable development under such an environment an organization needs to build, keep and maintain its talent and be innovative. New business models and management systems are needed, new regulations and guidelines need to be followed.

The book gives a comprehensive presentation of the latest operation technology, quality management standards and social responsibility guidelines. Case studies to illustrate issues relating to their applicability were made on the rising East, on a Japanese style bakery shop, and on the cosmetic retail industry.

The material covered in this book should provide educators, industry practitioners, and policymakers a good exposure to the issues involved. They will find it useful to enhance their organization's quality operating system.

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