

## **Norma Iso Internacional 19011 Gestiondecalidadmpn**

Designed as a study aid for those preparing to take the Certified Quality Manager Examination administered by the American Society for Quality (ASQ), this book provides a thorough understanding of the principles, terms and concepts of quality management. The new second edition contains practical examples from many different industries and organizations, including manufacturing, health care, government, education and the service industries.

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