



Quality in Education: An Implementation Handbook (St Lucie)

Jerry Arcaro

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Although hundreds of school improvement programs have been launched in the United States over the past quarter century, very few of them have been successful. The author of *Quality in Education: An Implementation Handbook*, an experienced quality expert who specializes in education, believes that many of these programs could have succeeded had their developers understood and applied the theories and methods of Total Quality Management (TQM). This book explains how to avoid the pitfalls that doomed previous efforts to failure, and apply TQM to build a strong foundation for success.

Beginning with the basic concepts and tools, this book is your complete guide as you embark on your quality journey. The handbook explains the importance of making a commitment to change and establishing a shared vision of quality, and discusses tools and techniques for overcoming resistance and developing a quality culture. The book covers new methods you can use to manage change, and includes exercises to help you apply the ideas in your organization. Examples from successful schools demonstrate how Total Quality Management can be applied to every area of education, from classroom management to building maintenance.

Quality in Education: An Implementation Handbook teaches you how to make fundamental changes to the way people in your district or school view education and themselves as educators. Using the principles and methods in this book, you can realize the tremendous benefits of quality - continuous improvement in every educational process.

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