

Top Shops+!: The New Manufacturing Standard

Robert G Wilson, John Linscott



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The new ISO 9000:2000 standards focus on quality performance and meeting customer expectations and demands. This all new edition of Top Shops+! is a blueprint for meeting the requirements of the new standard and remaining competitive in business. By using diverse management techniques such as identifying and measuring customer expectations, team building, consensus problem solving, setting goals for personal and professional success, establishing performance zones, and solving employee problems, the authors provide answers to the problems and questions confronting every shop owner and manufacturing manager. Remaining competitive and achieving ISO registration are essential in today's market, and this book is packed with hundreds of practical tips, charts, and proven case histories that make it the perfect guide not only for managing large and small shops, but also for manufacturers of all sizes. The first edition of Top Shops was widely relied upon by forward-looking shop managers across the nation. The expanded second edition includes important new strategies for achieving and maintaining success in today's competitive manufacturing environment. If there is any one book that should be on the desk of every shop manager, it's Top Shops+!

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