

Managing Quality



A comprehensive collection covering service quality, reliability, maintenance engineering and quality techniques and measures such as TQM and lean Six Sigma.

Journal

ISSN: 1598-2688 Volume: 13 Print Issues: 3 Internet Issues: 3 www.emeraldinsight.com/ajq.htm



Asian Journal on Quality

Asian Journal on Quality (AJQ) provides those involved in quality management research and practice in Asia with research findings, case examples, news and a forum for discussion.

Coverage includes:

Research and case studies focusing on the public and private sectors and covering the following topics: measurement of quality; efficiency; TQM/excellence models; process management; implementation and maintenance strategies; strategic, tactical and operational issues; and perceptions of quality in Asia.

Benefits and features

- The journal's specific Asian focus gives you the insight necessary to compete effectively in a region ever growing in importance.



The *Asian Journal on Quality* is the official journal of the Korean Society for Quality Management.

Editor-in-Chief

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Journal

ISSN: 1463-5771 Volume: 19 Print Issues: 6 Internet Issues: 6 www.emeraldinsight.com/bij.htm



Benchmarking

An International Journal

Benchmarking: An International Journal (BIJ) presents different approaches to benchmarking, from strategic advisory articles to practical guidance, illustrating how benchmarking can work effectively in any organization.

Coverage includes:

Benchmarking theory; performance measurement metrics and best practice; benchmarking techniques and practices employed by public and private sector organizations of all sizes; role of the internet; cross-industry and global benchmarking; and strategic, tactical and operational planning.

Benefits and features

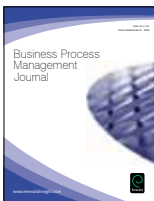
- Rigorously refereed articles enable researchers and practitioners to keep pace with the latest international research and thinking in the field.
- Case studies demonstrate the advantages and disadvantages of a variety of tools and techniques.
- Themed issues publish research on topical issues such as environmental benchmarking.

Editor

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Journal

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Editor

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Business Process Management Journal

Business processes are a fundamental building-block of organizational success and their effective management is therefore a key activity for businesses. *Business Process Management Journal (BPMJ)* examines how the variety of business processes intrinsic to organizational efficiency and effectiveness can be integrated and managed for competitive success.

Coverage includes:

BPM in eBusiness, eCommerce and eGovernment; knowledge management and the learning organization;

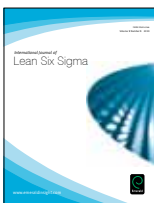
modelling, analysis and design; techniques of moving to continuous improvement; and tools and techniques of change management.

Benefits and features

- Obtain a broad grasp of business process management.
- Find out how to make process management and re-engineering work alongside TQM and other business improvement initiatives.
- Enhance your learning through a critical evaluation of the experience of others.

Journal

ISSN: 2040-4166 Volume: 3 Print Issues: 4 Internet Issues: 4 www.emeraldinsight.com/ijlss.htm



Editor

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International Journal of Lean Six Sigma

Lean Six Sigma is an integrated approach of Lean and Six Sigma, the two most powerful strategies for achieving operational and service excellence in any organization today. The *International Journal of Lean Six Sigma (IJLSS)* publishes original, empirical and review papers, case studies and theoretical frameworks or models related to Lean and Six Sigma methodologies.

Coverage includes:

Lean Six Sigma and its link to other quality management initiatives; design, development and application of tools

and techniques; statistical thinking; and project selection and prioritization in Six Sigma.

Benefits and features

- Bridging the gap between the theory and practice of Lean Six Sigma, publishing the latest issues and challenges associated with implementation.
- A platform for research progressing Six Sigma from its current status in organizations.

Journal

ISSN: 0265-671X Volume: 29 Print Issues: 9 Internet Issues: 9 www.emeraldinsight.com/ijqrm.htm



Editors

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USA

International Journal of Quality & Reliability Management

The quality and the reliability of products, processes or services are vital features of a successful enterprise. *International Journal of Quality & Reliability Management (IJQRM)* sets out to advance knowledge through its unique blend of research and application articles that focus on managerial and technical issues in managing quality and reliability.

Coverage includes:

Implementation and sustainability of quality management; productivity/performance management; process and continuous improvement; statistical quality control; and reliability modelling and management.

Benefits and features

- Evaluate the practical relevance and implications of the latest research.
- Learn about the advantages and disadvantages of a variety of tools and techniques through informative case studies.
- Gain in-depth insights into pertinent topics, such as project portfolio management, through themed special issues.

Journal ISSN: 1355-2511 Volume: 18 Print Issues: 4 Internet Issues: 4 www.emeraldinsight.com/jqme.htm



Journal of
Quality in Maintenance Engineering

Editor

Professor Salih O. Duffuaa
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 Arabia

Increasingly sophisticated technology demands highly skilled and knowledgeable engineers to ensure that it consistently operates to the highest standards, so that product quality is not compromised. The *Journal of Quality in Maintenance Engineering (JQME)* keeps readers abreast of the latest developments in maintenance engineering to ensure that the maintenance function can be more reliable, efficient and cost-effective.

Coverage includes:

Maintenance information systems; process capability and maintenance; process-monitoring techniques; reliability-

based maintenance; replacement and life cycle costs; and TQM and maintenance.

Benefits and features

- The research published can play a crucial role in minimizing process variability and sustaining process stability, essential for product quality and minimizing costs.
- A dedicated resource to quality within maintenance engineering.

Journal ISSN: 0960-4529 Volume: 22 Print Issues: 6 Internet Issues: 6 www.emeraldinsight.com/msq.htm



Managing Service Quality
An International Journal

Editors

Chatura Ranaweera
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 Canada

Marianna Sigala
 University of the Aegean,
 Greece

It is important that organizations of all types and sizes satisfy their customers' needs and managing the quality of service can give a business a strategic advantage over its competitors. *Managing Service Quality (MSQ)* publishes the latest scientific research in the field of service quality, along with case studies and practical guidance on measuring service quality and managing service improvement.

Coverage includes:

Measuring service quality; customer expectations; customer complaints; customer loyalty programmes; and customer retention.

Benefits and features

- Discover research with a clear focus on service excellence in this niche journal.
- International and multidisciplinary papers relevant to the academic and business world.
- Learn through the experiences of other organizations such as The Swiss Federal Railway Company, in informative case studies.

This journal is indexed by



Journal ISSN: 1754-2731 Volume: 24 Print Issues: 6 Internet Issues: 6 www.emeraldinsight.com/tqm.htm



The TQM Journal
 The international review of organizational improvement

Editor

Alex Douglas
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Commitment to quality is essential if companies are to succeed in a commercial environment. The *TQM Journal* illustrates how organizations need to build quality into every department and every process within their operational structure in order to be successful.

Coverage includes:

Customer satisfaction; the measurement of quality; costs of quality; tools and techniques for quality management and improvement; and strategic, tactical and operational issues for TQM implementation and maintenance.

Benefits and features

- Learn about successful and unsuccessful initiatives through academically rigorous research which emphasizes the practical implications.
- Gain in-depth insights into topical issues, such as Kansei Engineering, through themed special issues.
- Evaluate the different perspectives on quality management around the world through the international spread of research published.