

## **Reading list for Quality Management and Engineering, TMQU03, 2019**

### **Books**

Bergman Bo, Klefsjö Bengt, (2010) *Quality from Customer Needs to Customer Satisfaction 3* Studentlitteratur

ISBN: 9789144059426

Studying the compendium and reading the assigned papers is enough to pass the course, but if you aim for higher grade we recommend that you complement your studies with the course book.

### **Other**

Papers and compendium available on the course web page in Lisam.