



*Occupational Safety & Health – a TQM & quality of work life approach* is the first book of its kind to introduce junior managers and safety representatives to the essence of OSH management in its broader strategic context that includes TQM, quality of work life and serving the internal customer.

Within the framework of the expanded view of OSH and TQM, the main topics covered in this informative and user-friendly text include:

- Introduction to TQM
- Leadership and quality of work life (QWL)
- Organisational culture
- Serving the internal customer
- A holistic overview and the value of global OSH
- The fundamental responsibilities of the OSH function
- The fundamentals of OSH management
- The fundamentals of occupational hygiene
- The effect of production and operations management (POM) on QWL
- The relationship between innovation, technology and QWL
- Fundamentals of self-management for life excellence
- Personal financial knowledge for quality of life and QWL and
- QWL in the future