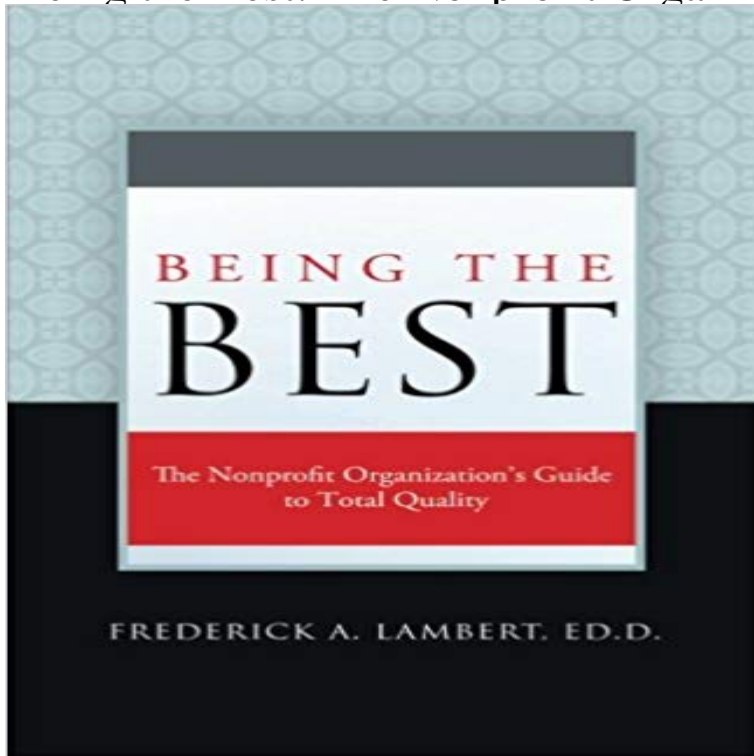


# Being the Best: The Nonprofit Organizations Guide to Total Quality



Nonprofit organizations continue to reduce staff, programs, and hours of operation; all in the name of survival. Some have not survived. Some organizations try to attract new audiences, at times sacrificing their missions to do so. All compete for a share of diminishing government, corporate and private funding sources. Dr. Frederick A. Lambert, who has taught management and organizational leadership on the undergraduate and graduate levels, relies on the principles of total quality management to help your nonprofit organization excel, rather than merely survive. You can learn how to; build a foundation that promotes success; craft and pursue a strategic plan; create and sustain a culture of quality; put the customer first no matter what; develop leaders who will create and sustain organizational growth and success. Nonprofit organizations continue to hire consultants, merge with other organizations, and downsize in the name of survival. But most of them wouldnt need to do any of these things if they focused on executing on the strategies in Being the Best.

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