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Le management de la qualité, ou gestion de la qualité, est une discipline du management regroupant l'ensemble des concepts et méthodes visant à satisfaire les clients d'un organisme (en général les entreprises, associations, organismes publics) et à fournir des produits et services correspondant à leurs attentes.. Selon l'ISO 9000, la qualité peut être définie comme l'« aptitude d ...

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