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Dr. David Goetsch is a full professor of Quality, Safety, and Business Management. He is the author of 75 books, six of which have been translated into foreign languages including Korean, Indonesian, Spanish, and Malaysian. Dr. Goetsch spent ten years in the private sector in quality-related positions before entering higher education full-time.

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According to Goetsch and Davis, the fishbone diagram serves as an excellent reminder for

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the things that have to be done. The “Soft” Side of TQM The investigation of the “soft” side of TQM resulted in the identification of nine (9) key principles most commonly found in quality management literature (Table 2). The first of these principles is that TQM, in contrast to previous quality management

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