

Bundling management control innovations: A field study of
organisational
experimenting with total quality management and the balanced
scorecard
Sven Modell (2009)

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Questions:

- Compare the characteristics of Total quality management and Balance Score card
- What are the main steps for implementing Total quality management into this organization?
- What are the main steps for implementing Balance Score Card into this organization?
- Describe the main barriers in their presentation. In your opinion, How could they overcome them?