



**Autori:** Raj Rattan  
**Titolo:** Quality Matters  
**Sottotitolo:** From Clinical Care to Customer Service  
**Collana:** QuintEssentials of Dental Practice

**Testo breve:**

This unique book considers the concept of quality as it relates to the provision of dental care. For the author's purposes, quality is defined in relation to the process of care, the service given, the people delivering the care, and the environment in which the care is provided. In each of these various facets of dental care, the author considers the process of measuring, assessing, improving, and monitoring quality and its impact on the way we work and live.

**Contents**

- Chapter 01. Introduction
- Chapter 02. The meaning of quality
- Chapter 03. Quality Concepts
- Chapter 04. The challenge of measurement
- Chapter 05. Continuous Quality Improvement
- Chapter 06. Clinical Audit
- Chapter 07. Clinical Governance
- Chapter 08. Evidence-based dentistry
- Chapter 09. Service Quality
- Chapter 10. Business Implications

**Categorie:** Interdisciplinare, Gestione dello studio, Scienza e ricerca, Odontoiatria in generale

**Edizione:** 1st Edition 2007  
**pagine:** 182  
**Immagini:** 71  
**Copertina:** Hardcover  
**ISBN:** 978-1-85097-100-9  
**Pubblicato:** febbraio 2007

**Quintessenza Edizioni S.r.l.**

📍 Via C. Menotti 65  
20017 Passirana di Rho (Milano)  
Italia

☎ +39 (0)2 / 931 82 264

📠 +39 (0)2 / 931 86 159

✉ info@quintessenzaedizioni.it

🌐 <http://www.quintessenzaedizioni.it>