



Edition: 1st Edition 2007  
pages: 182  
Images: 71  
Cover: Hardcover  
ISBN: 978-1-85097-100-9  
Stock No.: 5821  
Published: February 2007

Price £2.00  
Subject to changes!

#### Quintessence Publishing Company, Ltd.

 Grafton Road  
KT3 3AB New Malden, Surrey  
United Kingdom

 +44 (0)20 8949 6087

 +44 (0)20 8336 1484

 [info@quintpub.co.uk](mailto:info@quintpub.co.uk)

 <https://www.quintessence-publishing.com/gbr/en>

## Book information

**Authors:** Raj Rattan  
**Title:** Quality Matters  
**Subtitle:** From Clinical Care to Customer Service  
**Series:** QuintEssentials of Dental Practice

#### Short text:

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

**Categories:** Interdisciplinary, Practice Management, Science and Research, General Dentistry