



Gestión de la calidad ISO 9001 en hostelería (Spanish Edition)

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A través de este manual se da a conocer al lector los principales objetivos y beneficios que supone la implantación de un sistema de calidad en la empresa hostelera, mediante los aspectos fundamentales de la misma, como son los conceptos de normalización, certificación y acreditación, las diferentes fases del proceso de implantación de un sistema de calidad, así como los requisitos de la norma ISO 9001. Entre sus líneas se aporta una visión global de las diferencias de los sistemas de calidad en las distintas áreas de actividad económica y se analizan los criterios para implementar un programa de calidad total en una empresa cuya actividad principal es la hostelería.

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