Business leaders around the country soon will learn about the innovative strategies of two Acadiana companies, through a new publication by Dr. Stephen Knouse, a USL management professor.

His book, *The Reward and Recognition Process in Total Quality Management*, includes programs that are used at Stuller Settings of Lafayette and Lou Ana Foods in Opelousas.

According to Knouse, the companies reward employees who participate in the process of quality improvement. Stuller Settings, for instance, has pioneered "Ideas Pay," a program to give financial bonuses for suggestions that result in better efficiency and productivity.

Reward and recognition is part of Total Quality Management, which is "the idea that you focus on the customer and quality is defined by what the customer wants," Knouse says.

Knouse says his book is different than most TQM sources, in that it focuses specifically on the reward and recognition aspects of the process.

"As far as I can see, nobody has actually included this subject in a book before," he says.

He uses organizational examples and case studies to describe the principles of reward and recognition, the theories of motivation, performance evaluations, and emerging issues. Examples are included from companies around the country. The emphasis is on work force diversity and innovation, and the book explores ways to improve the reward and recognition process.

"Your system should continuously change and be diverse," he says.

"This is written for the professional running a business who will use it in implementing programs and making decisions," explains Dr. Jan Duggar, dean of USL's College of Business Administration.

Knouse has been on the USL faculty for nine years, teaching organizational behavior and human resources management.

*The Reward and Recognition Process in Total Quality Management* is published by Quality Press, through the American Society for Quality Control (call 1-800-248-1946) and will be distributed in bookstores by Irwin Press.