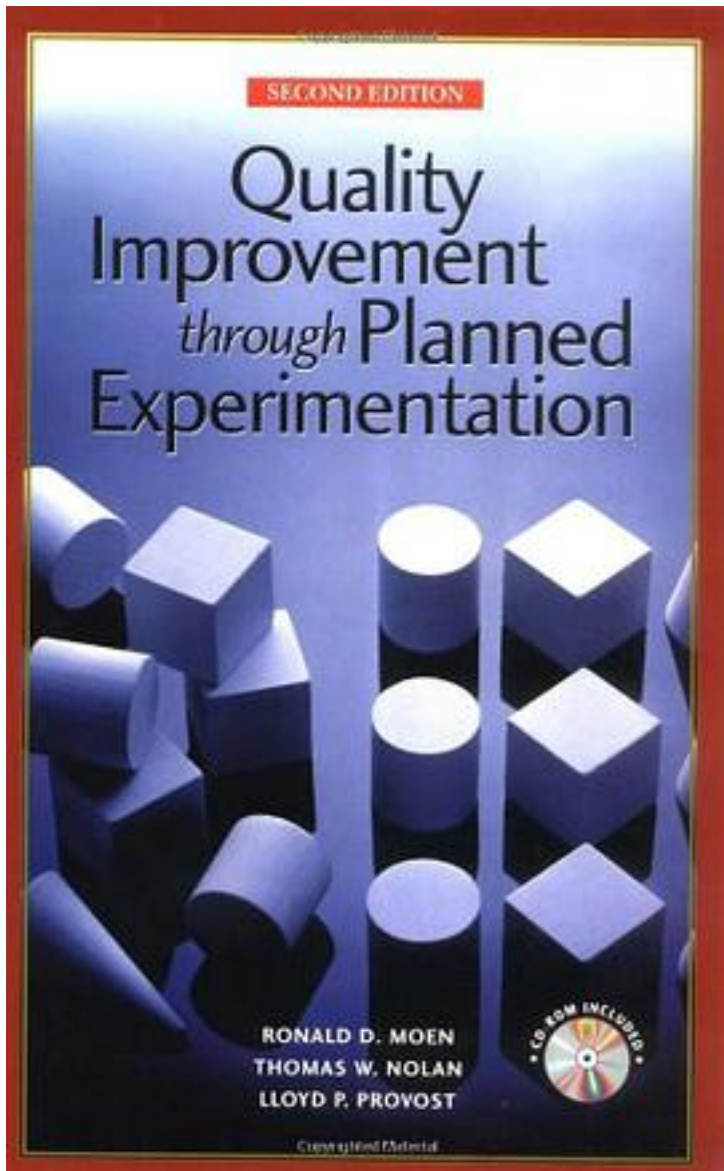


Quality Improvement through Planned Experimentation



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出版者:McGraw-Hill

出版时间:1999-2

装帧:HRD

isbn:9780079137814

This book presents the methodology engineers need to plan and conduct experiments to quantify cause-and-effect mechanisms in complex systems. Updated to include the latest in experiment design, this breakthrough resource offers a comprehensive framework for the sequential building of knowledge - a model for improvement - that is key to making improvements. Step by step, you discover the tools and properties of sound experiments, the methods of planned experiments, and their application to the design of new and improved products and services. Case studies of experiments in action, and forms and checklists facilitate the adoption of the methods into your daily work. The Second Edition includes new and expanded coverage of how to: test changes to products, processes, and systems; evaluate the measurement process; extend planned experiments to large systems; and apply experiments to new product design.

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