

Quality



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For courses in Quality, Quality Improvement and Quality Assurance. Filled with a wide-range of industry examples, this book takes an applied approach that teaches the "why and how" behind quality assurance and statistical process control. Each chapter includes abundant case studies that show how quality tools and techniques can be combined to resolve real customer issues. This edition offers a more global view and includes at least one service industry example per chapter. Expanded treatment is also given to multi-vari analysis and failure modes and effects analysis. With its combination of clear techniques and real-world illustrations, it shows explicitly how quality tools can be used to improve outputs, productivity, costs and safety.

作者介绍:

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