

Quality Management

Fourth Edition

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Preface

This Fourth Edition of Quality Management is organized into in 4 parts. The first five chapters are Foundations which defines quality and productivity as well as reviewing the basic statistical tools used in quality control and improvement. Chapters 6 through 13 present the body of Quality management concepts, processes, using all varieties of control charts and experimental design.

Throughout these chapters thorough real world examples and case studies are presented providing an expert level of depth in order to bridge the gap between the theory and practice of Quality Management.

The third part, chapters 14 and 15 provide coverage of Six Sigma and managerial and organizational aspects of Quality Management and a survey of examples and applications of Lean tools in a variety of operations.

There is a 5th part, Administrative Systems for Quality Management, which consist of 6 chapters on the FORK model and a detailed Six Sigma real world case study. Those chapters are available at no charge from the Hercher Publishing Incorporated website.