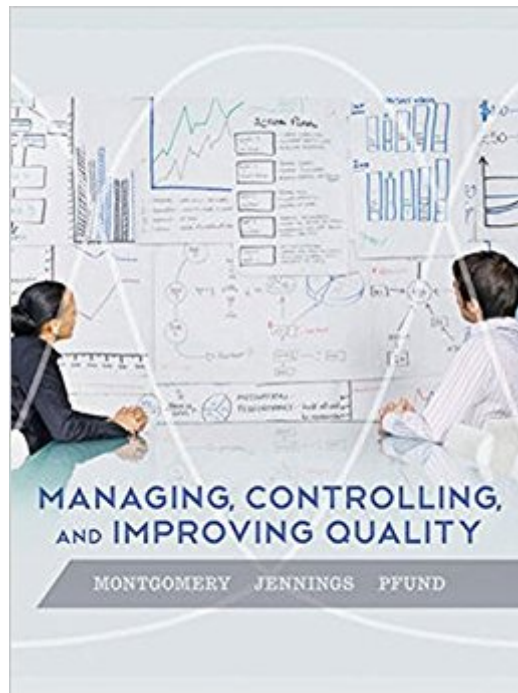




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# **Managing, Controlling, And Improving Quality**



## Synopsis

This book presents an organized approach to quality management, control, and improvement. Because quality problems usually are the outcome of uncontrolled or excessive variability, statistical tools and other analytical methods play an important role in solving these problems. However, these techniques need to be implemented within a management structure that will ensure success. This text focuses on both the management structure and the statistical and analytical tools. It organizes and presents this material according to many years of teaching, research, and professional practice across a wide range of business and industrial settings.

## Book Information

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## Customer Reviews

œYour book Managing, Controlling, and Improving Quality worked out very well in my senior-level class in the past fall semester. Actually students really liked the book. I planned to cover a little bit of acceptance sampling plans but I didnâ™t have sufficient time. I did cover Chapter 9 Reliability though. It was a great mix of managing aspects of quality, tools and techniques of quality control and design of experiments, plus a little bit of reliability. Students were happy and I was also happy. We will keep using this book which is ideal for my class.â • â "Dr. Byung Rae Choe, Indiana University of Pennsylvania

This book is riddled with errors. There are typos on nearly every page, including within some of the

formulas. Many of the example problems also have mistakes in them. This is the most unprofessionally produced textbook I've ever seen. This book is barely worth the cost of shipping. Do not purchase it if you have any other option.

It's okay. Had to buy for class, barely used, topics not really suited for a graduate student but I'm not going to argue with an easy curriculum. It's slightly dated material if you really, really look into the methodologies but otherwise works great as a 101 intro book.

Aside from print/spelling/other errors within this edition, I have really enjoyed reading this book. The book came on time. Packaging was good. Condition also good.

Rented this book. Didn't even use it once. Great nonetheless.

For a text book on quality there are nothing but spelling and grammatical errors.

Just better than I have expected

many useful details help me to understand lecture the exercise question can enhance my understanding but slight different from lecture's note

Okay, I currently use this book for my QA class in college. This book symbolizes the epitome of lack of Quality. Countless errors and omission of important concepts in the book make this book unbearable to read. They expect you to know a formula without them giving it to us. I am personally ashamed of my prof. choosing this book as our textbook.

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