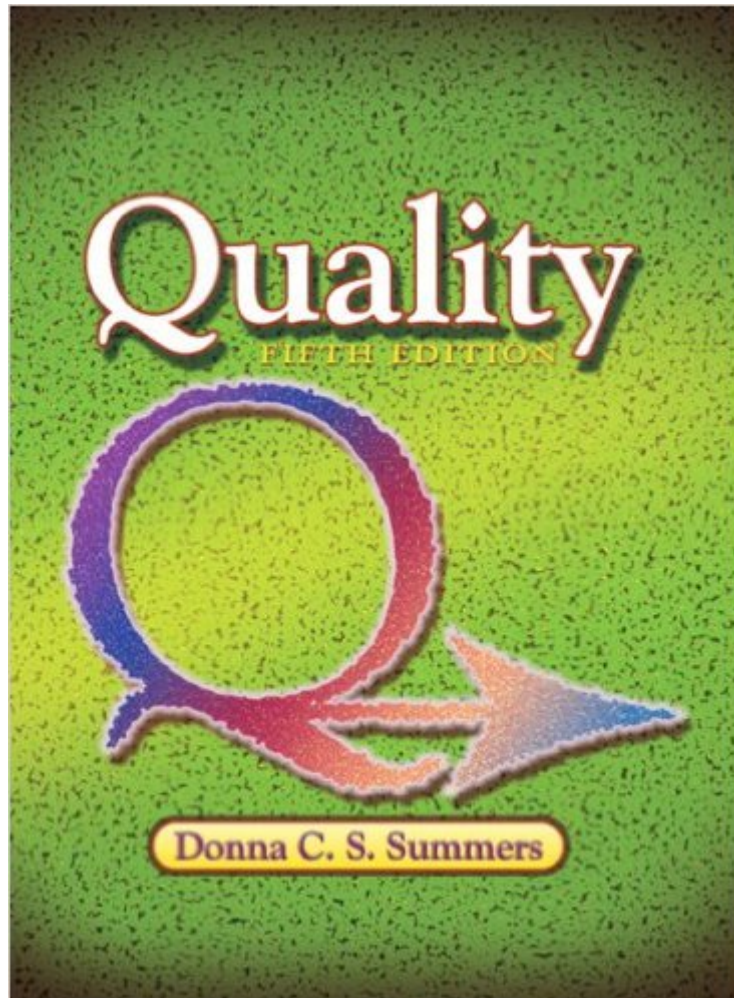


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# Quality (5th Edition)



## Synopsis

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. For people who apply quality assurance tools and techniques to their day-to-day work activities.

## Book Information

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Average Customer Review: 4.1 out of 5 stars See all reviews (20 customer reviews)

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## Customer Reviews

This was the text for an accredited online class. Our homework was always selected questions from the end of chapter problems, and I had a hard time going back in the chapter to figure out which formula or method I needed. We usually covered a chapter per week, except for 2 chapters that went 2 weeks each. After the first 4 weeks or so, I would get at least one problem that was very frustrating, usually more. The problems did not seem to match up with the subject matter in the chapter. I got a B in the class, so it's not a case of not understanding the material.

Not the quality I would expect in a textbook titled "Quality". It is obvious that many of the problems are pulled out of the air and not put together by subject matter experts, e.g. one on bicycles on

campus, locking them up, and security. If you ride a high-end bike you will get a good laugh out of this example. This may be OK for the naive 20 year old but not the have lived around the world, work at 15 different jobs 60 year old grad student. Formulas are put out as "Ok folks, here's the formula, use it." with no proof (this would be a good place for the appendices), just doesn't cut it when you have a degree in mathematics and have had to prove all formulas. Many missed references to the wrong table in the appendices. Lots of tables & charts are repeated doing nothing but making the book larger. Another great place for appendices. Glad I had the internet to really know what the issue in quality are.

The book, Quality, was written well enough for a beginning college course on the subject. Inside the book, formulas laid out, concepts (like DMAIC) are explained, and questions are asked. Overall, you will get out of it what you put into it. I aced my class using this book so I really have no complaints. Had the book explained concepts in a way that a non-major would have easily understood, I think a 5 star would have been appropriate.

This book is not written very well (its 47.2 oz weight is a testament to that: 47.2 oz on one topic?) Book has plenty of rounding errors and is not organized very well. Some topics are not explained well, and at 47.2 oz, a lot of weight is moved in pages to figure things out. I don't recommend this book. Find a shorter one.

This book is okay, but hate the layout. Case studies are sprinkled every where in this book and usually fall in the middle of a section. This tends to break concentration when reading. Some of the formulas are also very poorly presented, there are easier way to understand the mathematics than what is found in this book. It makes it very confusing. My instructor constantly told us to ignore the books formulas and would give better ways to get the same answers.

The author makes an excellent connection between quality and ethics. Although the topic of moral may make the super left-brainers uneasy, it is an important issue. The book also points out fragmentation of today's organizations, its negative consequence on quality, and suggested solutions.

what can I say about the book? It's the book I needed for my Tech class, it's in good condition, and came with CD for extra support. Going to pass the class thanks to this book. :)

Amazing presentation of the materials. Theory, quickly followed up by examples. Case studies, real-world examples. This book is another keeper.

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