DESCRIPTION

Quality management and statistical quality control students and instructors can look no further. Wiley is proud to offer a brand new text by Vic Sower, Essentials of Quality, which is aimed at meeting the needs of these students at both the undergraduate and graduate level spanning business, operations, engineering, technical, and education departments.

QM & SQC students typically face challenging first and second term courses and quantitative, intimidating texts. Thoroughly tested and used by students and proven to help students taking the American Society for Quality’s Certified Quality Improvement Associate exam, Essentials of Quality is highly accessible, experiential, and unique in its coverage of current QM topics, from creative and innovative improvements and approaches to today’s economic environment to ways of developing metrics for measuring and evaluating programs.

Vic Sower, a Senior Member of the American Society for Quality and is Certified as a Quality Engineer (CQE), has co-authored three other books, published more than 50 journal articles, and has both taught and worked in operations management for the last 18 years.

ABOUT THE AUTHOR

Victor E. Sower is the author of Essentials of Quality with Cases and Experiential Exercises, published by Wiley.
FEATURES

• Written for first and second courses in quality management (QM) and statistical quality control (SQC), particularly at the undergraduate level.

• Highly accessible, “non-academic,” and student-friendly language.

• An excellent balance for professors with traditional or experiential teaching styles.

• Fundamental, insightful explanations of how information learned in their Quality classes can be used in the real world.

• Many chapter exercise and cases that provide students with hands-on experience.

• Unique coverage of hot topics such as creativity and innovation in QM that address strategically using creative approaches to develop innovative breakthrough improvements especially relevant in today’s economic environment. Also is unique in its approach to operationalizing the definition of quality to develop metrics for measuring and evaluating QM programs.

• Of the students who used this text and sat for the American Society for Quality’s Certified Quality Improvement Associate exam, 100% passed!

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