DESCRIPTION

With a lack of appropriate textbooks available for the new quality management courses now proliferating at business schools, this book fills a crucial need in this growing and changing market. The authors bring a unique blend of experience to the text, including academia, consulting in manufacturing and service industries, and a strong information technology background. The text achieves a balance of both managerial and statistical coverage, with an emphasis on processes and hands-on discussion of quality tools. Case studies and extensive examples complement the text.

The text is written for a “management-oriented” course that emphasizes the managerial aspects of quality; basic statistical tools for achieving quality are also covered. The other book by Ledolter and Burrill (Statistical Quality Control: Strategies and Tools for Continual Improvement, Wiley, 1999) can be used for an in-depth discussion of statistical tools.

ABOUT THE AUTHOR

Claude Burrill and Johannes Ledolter are the authors of Achieving Quality Through Continual Improvement, published by Wiley.
FEATURES

• Well balanced author team with academic and professional experience.

• Text features a balance of managerial and statistical coverage.

• Coverage of manufacturing, service, and business processes; not biased towards any industry.

• Emphasis on processes and hands-on discussion of quality tools teach students to address and solve realistic quality problems.

• Includes quality improvement projects for individuals and teams.

• Case studies and extensive examples complement the text.

• Emphasis on quality improvement through management by facts and team work.

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