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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

I am an adjunct professor, teaching quality control statistics once or twice per year at an engineering technology school, a branch of a major university. My day job includes providing statistical support for manufacturing quality problems for one of the largest aerospace companies in the world. Managing, Controlling, and Improving Quality is a distillation of Dr. Montgomery's older book, Introduction to Statistical Quality Control. I considered that fine book but it is too advanced for my students. MCIQ is generally about the right math level for engineering technology or math-challenged students in other disciplines. The subject matter is valuable for current and future engineers and technologists working in manufacturing or service industries. But if you want a thorough presentation of the theory, I recommend Montgomery's Intro, instead. There are several gaps. I think my biggest complaint about content is the lack of any introductory material on

probability. Another text I have used (Quality Control by Besterfield) does a decent job of introducing students to basic probability and distribution functions with illustrations relevant to sampling and control chart methods. However, typographical errors are a significant problem. The errata list provided by the publisher is more than two pages long, and that list is incomplete. This is extremely confusing for students when, for example, the two equations for one-sided confidence intervals are labeled backwards. Example 8.5, to illustrate ANOVA, is incorrect. Type the data into Minitab and you get different answers. The instructors solution manual has errors, too. There are several problems at the end of chapters that are poorly worded.

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