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Quality Control: Besterfield, Dale H.: 9780135011157 ...

A recognized authority in quality control, he has authored over 22 publications. Dr. Besterfield is also a registered professional engineer in Missouri and California, a certified manufacturing engineer, and a member of ASQ, NAIT, and SME. He is a fellow of ASQ and received their E. L. Grant Award for outstanding achievement.

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Quality control by Dale H. Besterfield, 1990, Prentice Hall edition, in English - 3rd ed.

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The volume covers principles and practices of quality management, and outlines tools and techniques such as benchmarking, information technology, quality management systems, environmental management systems, quality function deployment, quality by design, products liability, process control and Taguchi's quality engineering.

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Dr. Besterfield is now an emeritus professor in the College of Engineering at Souther Illinois University at Carbondale, where he developed and directed the graduate program in manufacturing systems, a program with a strong quality focus. A recognized authority in quality control, he has authored over 22 publications.

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revamped to focus on quantitative aspects of quality improvement. New chapters on Lean

Providing a fundamental, yet comprehensive, coverage of quality control concepts, "Quality Control, " Seventh Edition, takes a practical approach throughout. Readers are presented with a sufficient amount of theory to ensure a sound understanding of the basic principles of quality control. The use of probability and statistical techniques is presented through the use of simple mathematics, as well as tables and charts. Featuring: A CD-ROM of Excel spreadsheet files for use in solving many chapter problems Numerous figures and tables help clarify and reinforce concepts presented An emphasis on Total Quality Management

Formerly titled Quality Control, the field's most accessible introduction to quality has been renamed and revamped to focus on quantitative aspects of quality improvement. New chapters on Lean Enterprise, Six Sigma, Experimental Design, and Taguchi's Quality Engineering have been added, and this new Ninth Edition adds comprehensive coverage of fundamental statistical quality improvement concepts. A practical state-of-the-art approach is stressed throughout, and sufficient theory is presented to ensure that students develop a solid understanding of basic quality principles. To improve accessibility, probability

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and statistical techniques are presented through simpler math or developed via tables and charts. As with previous editions, this text is written to serve a widely diverse audience of students, including the growing number of \square individuals who must play key roles in quality improvement.

Over the years, total quality management has become very important for improving a firm's processing capabilities to sustain competitive advantages. And in the last few years, the world has gone through many major changes in terms of information technology, quality system standards, customer satisfaction levels, economic changes, approaches of the government and political alignments on the national and international level. Keeping these developments in mind, Total Quality Management, 5e has been revised to focus on encouraging a continuous flow of incremental improvements from the bottom of the organization's hierarchy.

This book provides ... coverage of Total Quality Management (TQM). It covers not only the principles and practices, but also the tools and techniques. A practical state-of-the-art approach is stressed throughout. Sufficient theory is presented to ensure that the reader has a sound understanding of the basic concepts ... The book will serve the instructional needs of business, education, engineering, health-care, and technology students in higher education institutions. All sizes and types of organizations - service, manufacturing, government, military, construction, education, small business, health care, and

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nonprofit entities - will find this book [a helpful] training and reference manual for all personnel.-Pref.

A "less-mathematical" one-semester introduction to total quality management.

Total Quality Management: Key Concepts and Case Studies provides the full range of management principles and practices that govern the quality function. The book covers the fundamentals and background needed, as well as industry case studies and comprehensive topic coverage, making it an invaluable reference to both the novice and the more experienced individual. Aspects of quality control that are widely utilized in practice are combined with those that are commonly referred to on University courses, and the latest developments in quality concepts are also presented. This book is an ideal quick reference for any manager, designer, engineer, or researcher interested in quality. Features two chapters on the latest ISO standards Includes an introduction to statistics to help the reader fully grasp content on statistical quality control Contains case studies that explore many TQM themes in real life situations

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