1. Record Nr. UNINA9910460486303321

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Titolo	Managing and improving quality : integrating quality, statistical methods and process control / / Amar Sahay
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2016
ISBN	1-63157-342-X
Edizione	[First edition.]
Descrizione fisica	1 online resource (xii, 288 pages)
Collana	Supply and operations management collection, , 2156-8200
Disciplina	658.562
Soggetti	Quality of products Quality control Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references (page [281]) and index.
Nota di contenuto	1. Introduction to quality -- 2. Quality programs in use today: Lean Six Sigma and total quality management -- 3. Statistical methods used in quality -- 4. Making inferences about process quality -- 5. Process variation, how it affects product quality -- 6. Control charts: fundamentals and concepts -- 7. Control charts for variables -- 8. Control charts for attributes -- 9. Process capability analysis -- 10. Summary, applications, and computer implementation -- Appendix A. Standard normal distribution table -- Appendix B. Partial t-distribution table -- Appendix C. Table of control chart constants -- Bibliography -- Index.
Sommario/riassunto	Quality is a discipline that focuses on product and service excellence. This book is about improving the quality of products and services. The improved quality and reliability lead to higher perceived value and increased market share for a company, thereby increasing revenue and profitability. The book discusses the concepts and dimensions of quality, costs of poor quality, the importance of quality in this highly competitive global economy, and quality programs--Six Sigma and Lean Six Sigma that focus on improving quality in industries. The text integrates quality concepts, statistical methods, and one of the major tools of quality--Statistical Process Control (SPC)--a major part of Six Sigma control phase. A significant part of the book is devoted to

process control and the tools of SPC--control charts--used for monitoring, controlling, and improving the processes by identifying the causes of process variation. The fundamentals of control charts, along with SPC techniques for variables and attributes, and process capability analysis and their computer applications are discussed in detail. This book fills a gap in this area by showing the readers comprehensive and step-wise solutions to model and solve quality problems using computers.