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Autore	Toscana. Giunta regionale
Titolo	Le regioni e l'Europa : analisi comparata delle diverse realta istituzionali europee e della loro effettiva influenza nell'ambito del processo decisionale e attuativo delle norme comunitarie / Regione Toscana, Giunta regionale
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Autore	Mitra Amitava
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Nota di contenuto	Fundamentals of Quality Control and Improvement; Contents; Preface; About The Companion Website; Part I: Philosophy and Fundamentals; Chapter 1: Introduction to Quality Control and the Total Quality System; 1-1 Introduction and Chapter Objectives; 1-2 Evolution of Quality Control; 1-3 Quality; Quality Characteristics; Variables and Attributes; Defects; Standard or Specification; Quality of Design; Quality of Conformance; Quality of Performance; 1-4 Quality Control; Off-Line Quality Control; Statistical Process Control; Acceptance Sampling Plans; 1-5 Quality Assurance 1-6 Quality Circles and Quality Improvement Teams 1-7 Customer Needs and Market Share; Kano Model; 1-8 Benefits of Quality Control and the Total Quality System; Total Quality System; 1-9 Quality and Reliability; 1-10 Quality Improvement; 1-11 Product and Service Costing; Activity-Based Costing; 1-12 Quality Costs; Prevention Costs; Appraisal Costs; Internal Failure Costs; External Failure Costs; Hidden Failure Costs; Quality Costs Data Requirements; Process Cost Approach; 1-13 Measuring Quality Costs; Impact of Quality Improvement on Quality Costs; 1-14 Management of Quality 1-15 Quality and Productivity Effect on Cost; Effect on Market; 1-16 Total Quality Environmental Management; Green Supply Chain; Summary; Key Terms; Exercises; References; Chapter 2: Some Philosophies and Their Impact on Quality; 2-1 Introduction and Chapter Objectives; 2-2 Service Industries and Their Characteristics; Differences

in the Manufacturing and Service Sectors; Service Quality Characteristics; Measuring Service Quality; Techniques for Evaluating Service Quality; 2-3 Model for Service Quality; 2-4 W. Edwards Deming's Philosophy; Extended Process; Deming's 14 Points for Management  
Deming's Deadly Diseases2-5 Philip B. Crosby's Philosophy; Four Absolutes of Quality Management; 14-Step Plan for Quality Improvement; 2-6 Joseph M. Juran's Philosophy; Quality Trilogy Process; Quality Planning; Quality Control; Quality Improvement; 2-7 The Three Philosophies Compared; Definition of Quality; Management Commitment; Strategic Approach to a Quality System; Measurement of Quality; Never-Ending Process of Improvement; Education and Training; Eliminating the Causes of Problems; Goal Setting; Structural Plan; Summary; Key Terms; Exercises; References  
Chapter 3: Quality Management: Practices, Tools, and Standards3-1 Introduction and Chapter Objectives; 3-2 Management Practices; Total Quality Management; Vision and Quality Policy; Balanced Scorecard; Performance Standards; 3-3 Quality Function Deployment; QFD Process; 3-4 Benchmarking and Performance Evaluation; Benchmarking; Quality Auditing; Vendor Selection and Certification Programs; Vendor Rating and Selection; 3-5 Health Care Analytics; Health Care Analytics and Big Data; Uniqueness of Health Care; Challenges in Health Care Quality; 3-6 Tools for Continuous Quality Improvement  
Pareto Diagrams

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