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# Quality Improvement (9th Edition)



## Synopsis

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 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 math shy individuals who must play key roles in quality improvement.

## Book Information

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## Customer Reviews

I just finished teaching a class using the 9th edition of this book. Portions of this edition were an improvement over the 8th edition used for a previous semester but the cons outweigh the pros when considering this as a textbook. By the end of the semester my students and I found more than 3 dozen significant typographical errors in the text and we didn't study every chapter. There were more in the instructor's manual and accompanying presentation slides. I'm not complaining about simple ones like misspelled words but equations that were incorrect, sections listed as objectives but missing from the book, and concepts that were defined incorrectly. For example, the concept of

MTBF (1/failure rate) is incorrectly equated with mean life. This is just plain wrong. It is easy to find real data with an MTBF greater than any of the values in the data set. (Ten 737s fly 5,000 hours each and one engine has a failure yielding an MTBF OF 100,000 hours, but each of the 20 engines flew just 5,000 hours.) Objectives for chapter seven include learning how to do a gauge repeatability and reproducibility study. The info about gauge r&r describes the concept but none of the statistical equations needed to do one. Despite the fact that GR&R is one of the most commonly used statistical tools in the manufacturing industry, the necessary information was removed when preparing this edition. Some equations that should match don't, confusing students. Some printed only once are incorrect, definition of kurtosis on page 43. Subscripts are inconsistent, see Chapter 10 for random use of P0 and p0. In Table 13-1, Type I and Type II errors are both labeled alpha. Answers in the instructor's manual are for problems in earlier editions.

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