



Fundamentals of Quality Control and Improvement (2nd Edition)

By Amitava Mitra

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Rooted in a statistics, this straightforward book presents real-world applications of quality control. Incorporating modern ideas, methods, and philosophies into total quality management, it focuses on the statistical process control and related subjects, such as achieving product and process quality through experimental design. With examples to demonstrate applications, this book presents foundations of modern quality control and improvements applicable to manufacturing and service industries. It also presents principles of acceptance sampling and reliability to provide a complete reference. The second edition of *Fundamentals of Quality Control and Improvement* has been revised to include a new chapter on quality management practices, tools, and standards, new material on the average run length and standardized control charts for variables, and an expanded discussion on process capability that includes the Taguchi capability index capability ratio. Profiles of Baldrige Award winners demonstrate best-business practices and performance achievements. It also integrates software applications throughout, including EXCEL, SAS, and MINITAB. A valuable reference book for any professional responsible for quality control management in a manufacturing or service business.

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