



Fundamentals of Quality Control and Improvement

Amitava Mitra

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Incorporating modern ideas, methods, and philosophies of quality management, *Fundamentals of Quality Control and Improvement, Fourth Edition* presents a quantitative approach to management-oriented techniques and enforces the integration of statistical concepts into quality assurance methods. Utilizing a sound theoretical foundation and illustrating procedural techniques through real-world examples, this timely new edition bridges the gap between statistical quality control and quality management. The book promotes a unique "do it right the first time" approach and focuses on the use of experimental design concepts as well as the Taguchi method for creating product/process designs that successfully incorporate customer needs, improve lead time, and reduce costs. Further management-oriented topics of discussion include total quality management; quality function deployment; activity-based costing; balanced scorecard; benchmarking; failure mode and effects criticality analysis; quality auditing; vendor selection and certification; and the Six Sigma quality philosophy. Topics new to this edition include risk adjustment, capability indices, and model building using regression. Over one-fourth of the examples, exercises, and chapter case studies have been deleted with replacement counterparts.

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