

## **ACHIEVING QUALITY EXCELLENCE: THE STRATEGY, TACTICS, AND TOOLS**

### **ABSTRACT**

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*This book is intended to be used as a roadmap for deriving the cultural change within an organization that will lead to achieving quality excellence. It presents the means to plan, implement, and use a method to isolate, control, and ultimately eliminate product variation – the enemy of excellence. This process for making significant improvements in product quality and yields, while simultaneously reducing costs, is called Statistical Process Control (SPC).*

*Specific planning, training, and application aspects associated with SPC represent the framework for the book. The various portions are aimed at different levels of the organization. Planning issues are aimed at the business community, while the training considerations are targeted for the support functions, and the application mechanics are geared to the general work force.*

*The first portion of the book (Introduction) discusses the basic nature of product variation and how it robs an organization of customer satisfaction and profit. Emphasis is placed on the underlying cause of such variation and what can be done to eliminate it. Many of the issues that restrain an organization from effectively confronting the enemy of excellence also are highlighted. The second portion (Parts A and B) describes the strategy, tactics, and tools for effectively planning a quality excellence and SPC program. The specific planning issues and concerns are discussed with respect to what it takes to posture an organization for deriving sustained improvement. The third portion (Parts C and D) addresses the strategy, tactics, and tools for efficiently training an organization's work force in the use of SPC. Beyond this, many of the mechanics associated with the actual development and delivery of SPC training material are presented and discussed. In this sense, the fundamental issues surrounding the transfer of SPC knowledge and skills to the work force are addressed. The fourth portion (Parts E and F) is dedicated to how SPC is applied within the work environment. A specific step-by-step procedure for applying SPC is described and fully illustrated. The use of a concept referred to as the "logic filters" is given major attention in the context of the line-of-sight application of SPC. Many of the underlying step-by-step mechanics associated with the various SPC tools also are highlighted.*

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***ACHIEVING QUALITY EXCELLENCE:  
THE STRATEGY, TACTICS, AND TOOLS***

by  
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FIRST EDITION

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