



# Fundamentals of Quality Control and Improvement

*Amitava Mitra*

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**Fundamentals of Quality Control and Improvement** Amitava Mitra

**A statistical approach to the principles of quality control and management**

Incorporating modern ideas, methods, and philosophies of quality management, *Fundamentals of Quality Control and Improvement*, Third 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.

The *Third Edition* also features:

- Presentation of acceptance sampling and reliability principles
- Coverage of ISO 9000 standards
- Profiles of past Malcolm Baldrige National Quality Award winners, which illustrate examples of best business practices
- Strong emphasis on process control and identification of remedial actions
- Integration of service sector examples
- The implementation of MINITAB software in applications found throughout the book as well as in the additional data sets that are available via the related Web site
- New and revised exercises at the end of most chapters

Complete with discussion questions and a summary of key terms in each chapter, *Fundamentals of Quality Control and Improvement*, Third Edition is an ideal book for courses in management, technology, and engineering at the undergraduate and graduate levels. It also serves as a valuable reference for practitioners and professionals who would like to extend their knowledge of the subject.

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