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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 am a member of a team of college students that are gathering information on this text book in order to put together a quality report that will be used to improve the next edition or to be used as a supplement to help other students that are forced to use this book in their course of studies. We would appreciate any constructive comments that you can give us. Please email them to [sinclair\\_stickle@daytonastate.edu](mailto:sinclair_stickle@daytonastate.edu)

I had to buy this for class, but I did not like it. The book is very thin and just doesn't have a lot of

content. It's laughable that they charge over \$100 for this thing. Definitely rent it if you must have it for school; otherwise, get a more comprehensive book - it wouldn't cost any more than this one does. I've read several Quality books for school over the years, and this one is definitely the sparsest.

The book is ok at best. The materials referenced in the book for download are no longer supported by Pearson, so good luck creating all the spreadsheets yourself.

Some topics are written from a knowledgeable person perspective.

Great

served its purpose as a college text. it was ok.

Good source of information, glad I bought it on instead of the campus book store. Over a \$60 in savings on a new hard cover book!

My brother uses it in class and it serves it's purpose. Required by professor so I would guess it's a good text book.

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