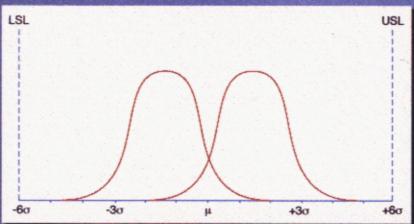
INTERNATIONAL EDITION

Quality Control Seventh Edition



Dale H. Besterfield





CONTENTS

INTRODUCTION TO QUALITY

Introduction 1

Responsibility for Quality 5

	Chief Executive Officer 12	
	Computers and Quality Control 13	
2	TOTAL QUALITY MANAGEMENT—	
_	PRINCIPLES AND PRACTICES	23
	Introduction 23	
	Basic Approach 24	
	Leadership 26	
	Customer Satisfaction 35	
	Employee Involvement 39	
	Continuous Process Improvement 43	

1

Supplier Partnership 53 Performance Measures 54 Deming's 14 Points 72	
Final Comments 72	
TOTAL QUALITY MANAGEMENT—	
TOOLS AND TECHNIQUES	75
Statistical Process Control 75	
Acceptance Sampling 90	
Reliability 90	
Design of Experiments 90	
Taguchi's Quality Engineering 90	
Failure Mode and Effect Analysis 91	
Quality Function Deployment 91	
ISO 9000 92	
ISO 14000 108	•
Benchmarking 109	
Total Productive Maintenance 109	
Management and Planning Tools 109	
Quality by Design 110	
Products Liability 110	
Information Technology 111	
Computer Program 111	
FUNDAMENTALS OF STATISTICS	117
Introduction 117	
Frequency Distribution 122	
Measures of Central Tendency 136	
Measures of Dispersion 143	
Other Measures 148	
Concept of a Population and a Sample 151	
The Normal Curve 153	
Tests for Normality 160	
Computer Program 164	
CONTROL CHARTS FOR VARIABLES	173
Introduction 173	

Control Chart Techniques 181

State of Control 200 Specifications 209 Process Capability 218

	Different Control Charts 225 Computer Program 233	
6	ADDITIONAL SPC TECHNIQUES FOR VARIABLES	241
	Introduction 241 Continuous and Batch Processes 241 Multi-Vari Chart 247 Short-Run SPC 248 Gage Control 264	
	Computer Program 269	
7	FUNDAMENTALS OF PROBABILITY	273
	Basic Concepts 273 Discrete Probability Distributions 284 Continuous Probability Distributions 294 Distribution Interrelationship 296 Computer Program 297	
8	CONTROL CHARTS FOR ATTRIBUTES	301
	Introduction 301 Control Charts for Nonconforming Units 303 Control Charts for Count of Nonconformities 324 A Quality Rating System 334 Computer Program 338	
9	LOT-BY-LOT ACCEPTANCE SAMPLING BY ATTRIBUTES	347
	Fundamental Concepts 347 Statistical Aspects 355 Sampling Plan Design 375 Computer Program 383	
 10	ACCEPTANCE SAMPLING SYSTEMS	387

Lot-by-Lot Acceptance Sampling Plans for Attributes 388 Acceptance Sampling Plans for Continuous Production 421

Acceptance Sampling Plans for Variables 429

Six Sigma 223

11	RELIABILITY	447
	Fundamental Aspects 447 Additional Statistical Aspects 453 Life and Reliability Testing Plans 463 Availability and Maintainability 470 Computer Program 471	
12	MANAGEMENT AND PLANNING TOOLS	475
	Introduction 475 Why, Why 476 Forced Field Analysis 476 Nominal Group Technique 477 Affinity Diagram 477 Interrelationship Diagram 477 Tree Diagram 480 Matrix Diagram 481 Prioritization Matrices 483 Process Decision Program Chart 485 Activity Network Diagram 486 Summary 489	
API	PENDIX	491
	Table A Areas Under the Normal Curve 492 Table B Factors for Computing Central Lines and 3σ Control Limits for X̄, s, and R Charts 494 Table C The Poisson Distribution 495 Table D Random Numbers 500 Table E Commonly Used Conversion Factors 501	
SEI	LECTED BIBLIOGRAPHY	503
GL	OSSARY	507
AN	SWERS TO SELECTED PROBLEMS	511
IND	DEX	517