

## Quality Control Handbook Joseph Juran Surpal

Annotation The challenges of a globalized market, increasing customer demands, and changing technologies are making business more complicated and leaving employees feeling overwhelmed. Many feel that this work overload is an unfortunate side effect of success, and one that cannot be avoided. Work Overload: Redesigning Jobs to Minimize Stress and Burnout not only argues that this is entirely untrue, but sets forth a clear and easy to follow guideline for overcoming and then preventing work overload in any business. Renowned best-selling author Frank M. Gryna reasons that much of work overload is due to the waste and the inherent inefficiency found in most every position. Gryna maintains that overload is a failure in the design of the work, not the worker. To eliminate and ultimately prevent overload, we must find the areas of waste, eliminate them, and then use the resources that have been freed up to prevent overload from happening again. This is not a psychological book intended to motivate employees to love their job, handle stress, and be more productive. Rather it is intended to create a real system that is more effective and less overwhelming for the employees. Gryna also tackles the issue of getting buy-in from upper management, which is crucial for any successful organizational change. Preview a sample chapter from this book along with the full table of contents by clicking here. You will need Adobe Acrobat to view this pdf file.

This book presents an organized approach to quality management, control, and improvement. Because quality problems usually are the outcome of uncontrolled or excessive variability, statistical tools and other analytical methods play an important role in solving these problems. However, these techniques need to be implemented within a management structure that will ensure success. This text focuses on both the management structure and the statistical and analytical tools. It organizes and presents this material according to many years of teaching, research, and professional practice across a wide range of business and industrial settings.

Through five editions, Juran's Quality Planning and Analysis has provided students and professionals with an authoritative treatment of the subject that goes beyond statistical techniques. The sixth edition of this highly regarded classic book on managing for quality, Juran's Quality Management and Analysis for Enterprise Quality, combines the pioneering concepts of Dr. Joseph M. Juran and the teachings of the late Dr. Frank M. Gryna with the insights and experience of today's leading trainers and practitioners at the Juran Institute: John F. Early, Executive VP and Joseph A. DeFeo, President & Executive Coach. The trademark Juran Institute approach has been retained, developing the viewpoint that the achievement of quality products and services requires the application of managerial, technological, statistical, and behavioral actions throughout all functions of an organization. With real-world problems provided in each chapter, students are faced with realities that confront managers, designers, engineers, marketers, operations personnel, users, and others involved in enterprise quality. This text will challenge readers to make assumptions, estimate economics, reach data-driven conclusions, and adapt themselves to the imperfect world of the practitioner. Students and professionals will also find this book useful as they prepare for various certifications such as the Certified Quality Engineer, Reliability Engineer, Quality Manager, Six Sigma Green Belt and Black Belt.

A History of Managing for Quality

Juran's Quality Handbook

Keep It Simple, Make It Valuable, Build It Piece by Piece

Managerial Breakthrough

Managing, Controlling, and Improving Quality

*In this era of global competition, the demands of customers are growing, and the quest for quality has never been more urgent. Quality has evolved from a concept into a strategy for long-term viability. The third edition of Principles of Total Quality explains this strategy for both the service and manufacturing sectors. This edition adds you need to get value from your software project. You need it "free, now, and perfect." We can't get you there, but we can help you get to "cheaper, sooner, and better." This book leads you from the desire for value down to the specific activities that help good Agile projects deliver better software sooner, and at a lower cost. Using simple sketches and a few words, the author invites you to follow his path of learning and understanding from a half century of software development, and from his engagement with Agile methods from their very beginning. The book describes software development, starting from our natural desire to get something of value. Each topic is described with a picture and a few paragraphs. You're invited to think about each topic; to take it in. You'll think about how each step into the process leads to the next. You'll begin to see why Agile methods ask for what they do, and you'll learn why a shallow implementation of Agile can lead to only limited improvement. This is not a detailed map, nor a step-by-step set of instructions for building the perfect project. There is no map or instructions that will do that for you. You need to build your own project, making it a bit more perfect every day. To do that effectively, you need to build up an understanding of the whole process. This book points out the milestones on your journey of understanding the nature of software development done well. It takes you to a location, describes it briefly, and leaves you to explore and fill in your own understanding. What You Need: You'll need your Standard Issue Brain, a bit of curiosity, and a desire to build your own understanding rather than have someone else's detailed ideas poured into your head.*

*The fifteenth edition of this influential book series is a tribute to the person and works of Dr. Joseph M. Juran. For over three-quarters of a century the quality discipline (which isnet much older than that itself) has been blessed by the person and dynamics of Dr. Juran. His philosophies and contributions to the quality disciplines, his longevity as a contributor, and his vision in managing for quality, have had significant influences on the world of quality. Among the world renowned contributors (and International Academy for Quality members) to this volume include: Frank M. Gryna, A. Blanton Godfrey, Yoshio Kondo, Joe DeFeo, and Greg Watson. Preview a sample chapter from this book along with the full table of contents by clicking here. You will need Adobe Acrobat to view this pdf file.*

*Juran's Quality Management and Analysis*

*The Handbook for Quality Management, Second Edition*

*Quality Performance Breakthrough Methods*

*An Implementation Handbook*

*The Evolution, Trends, and Future Directions of Managing for Quality*

The name W. Edwards Deming is synonymous with the most insightful views, ideas, and commentary on management and quality control. Referred to as "the high prophet of quality" by the New York Times, Deming was instrumental in the spectacular rise of Japanese industry after World War II and influenced many of the world's most innovative managers in the ensuing decades. His original ideas led directly to the creation of relationships with suppliers and a plethora of quality initiatives. Now, with The Essential Deming, Fordham University professor and Deming expert Joyce Orsini draws on a wealth of previously unavailable material to present the legendary thinker's most important management principles in one indispensable volume. The book is filled with articles, papers, lectures, and notes touching on a wide range of topics, but which focus on Deming's overriding message: quality and operations are all about systems, not individual performance; the system has to be designed so that the worker can perform well. The Essential Deming reveals Deming's unique insight about: How poor management infects an entire organization The critical importance of management on producing quality products and services Improving management in any company The effective management of people—the manager's single most important task How to educate workers into critical thinkers Ways to preserve statistical integrity while dealing with real-world problems Fully authorized by the Deming estate and published in cooperation with The W. Edwards Deming Institute, The Essential Deming is the first book to distill Deming's life's worth of thinking and writing into a single source. Orsini provides expert commentary throughout, delivering a powerful, practical guide to superior management. With The Essential Deming, you have the rationale, insight, and best practices you need to transform your organization. "To move from the wilderness of news into the paths of history, we must distinguish true turning points from mistaken ones. W. Edwards Deming has seen the future and it works. He is a turning point of business history made flesh." — U.S. NEWS & WORLD REPORT "I engaged Dr. Deming to assist Ford in planning, developing, and implementing the plans to accomplish major improvement in the way people worked together and in the quality of our products. . . . Ford achieved major success in this effort, and I consider Ed Deming to have been a key element in our progress." — DONALD E. PETERSEN, former Chairman of the Board and Chief Executive Officer, Ford Motor Company "It can be said of very few that they changed the way the world thinks, but Dr. Deming is among them. . . . The legacy of Dr. Deming's genius, already immense, grows even larger with this new collection of his thoughts." — DONALD M. BERWICK, Senior Fellow, Center for American Progress "Toyota Motor Corporation was awarded a Deming Prize in 1965. This laid the foundations for the present growth of our company. I do believe the ideas and theories of Dr. Deming emphasizing the importance of quality control are very useful for people of all ages." — TATSURO TOYODA, Senior Advisor, Toyota Motor Corporation "Few rival W. Edwards Deming for impact on management in the twentieth century. Indeed, Deming and Drucker, to my mind, stand apart for the breadth and depth of their vision for management as a profession that truly might help realize the possibility of people working together at their best. . . . The publication of this expansive edition of Deming in Deming's own words is a seminal event." — PETER M. SENGE, MIT and the Society for Organizational Learning

This is the fourteenth volume in the series of Memorial Tributes compiled by the National Academy of Engineering as a personal remembrance of the lives and outstanding achievements of its members and foreign associates. These volumes are intended to stand as an enduring record of the many contributions of engineers and engineering to the benefit of humankind. In most cases, the authors of the tributes are contemporaries or colleagues who had personal knowledge of the interests and the engineering accomplishments of the deceased.

A practical, concise guide to improving business performance by properly applying quality management methods "Dr. Juran's wisdom on quality and management is timeless. The tenets of modern quality that were forged by Dr. Juran in the second half of the 20th century are made contemporary by Joe DeFeo's practical experience and application of these principles in hundreds of organizations. This book belongs in the library of every leader who strives for world-class performance and wants to understand the concepts, techniques, and tools that will deliver it." -- PAUL BORAWSKI, Chief Executive Officer, ASQ - The Global Voice of Quality Dr. Joseph Juran was the world's foremost thought leader on improving the financial performance of an organization with "quality management." In this book, Dr. Juran's successor as CEO of Juran Institute, Joseph A. DeFeo, uniquely distills Dr. Juran's life's work on quality with some of today's latest practices into a practical action plan for creating a strong, successful, globally competitive enterprise. Juran's Quality Essentials for Leaders offers succinct, proven methods applicable to any country, company, or industry, from service to manufacturing. This concise guide explains how today's leaders can: Embrace quality and seize an opportunity to improve performance Lead an organization through sustainable financial change while fostering a culture of quality Stop useless initiatives by aligning goals with the strategic plan Continue new product or service development methods Create breakthroughs in baseline performance Ensure repeatable and compliant processes Simplify macro processes with business process management Execute benchmarking to sustain market leadership Real-world examples demonstrate the successful application of the methodologies, tools, and techniques presented in the book. This results-oriented resource provides you with a detailed roadmap for leading a quality revolution in your organization.

Juran's Quality Planning and Analysis

The Certified Quality Manager Handbook

A Lifetime of Influence

Fundamentals of Quality Control and Improvement 2e

Designed as a study aid for those preparing to take the Certified Quality Manager Examination administered by the American Society for Quality (ASQ), this book provides a thorough understanding of the principles, terms and concepts of quality management. The new second edition contains practical examples from many different industries and organizations, including manufacturing, health care, government, education and the service industries.

In this companion volume to his acclaimed Juran on planning for quality, J.M. Juran now focuses on the challenges faced by senior managers who must lead their corporations on the quest for superior quality. Offering proven, field-tested methods, Juran shows why and how strategic quality management must come from the top.

This book covers the foundations of modern methods of quality control and improvement that are used in the manufacturing and service industries. Quality is key to surviving tough competition. Consequently, business needs technically competent people who are well-versed in statistical quality control and improvement. This book should serve the needs of students in business and management and students in engineering, technology, and other related disciplines. Professionals will find this book to be a valuable reference in the field.

Quality-control Handbook

Quality Control Handbook, Edited By Joseph Moses Juran and Others

The Essential Deming: Leadership Principles from the Father of Quality

Redesigning Jobs to Minimize Stress and Burnout

For Enterprise Quality

Chronicles the ideas and career of Joseph Juran, a leading business and management consultant and a major influence on W. Edwards Deming and Peter Drucker

Offers practical advice on planning, setting, and achieving quality goals, looks at three case studies, and explains why quality is essential for business success

"Sometimes a book appears on your desk that successfully defines a field. You look at the book and say "thank you." Planning and Conducting Needs Assessments is such a book. . . . This book is clearly grounded in program planning and is not an afterthought or add-on to some other field. . . . I am excited to see this book appear in print. It clearly fills a niche that has been empty for some time: a practical approach to learning about and conducting needs assessments. . . . This is a marvelous book that should make a significant contribution to the field." --From the Foreword by Nick Eastmond, Utah State University "While it has the depth and breadth to be used in a classroom, Planning and Conducting Needs Assessments is written simply and directly enough to be a hands-on guide for needs assessment users and practitioners. The framework proposed by the authors is excellent in that it is readily understood and focuses attention on the most important details/issues in needs assessment practice. The fact that they also present an explanation of so many tools, including examples, makes the book required reading for anyone intending to plan or contract for a needs assessment." --John Theiss, Director of Planning and Evaluation, Texas

Classic Readings in Operations Management

Memorial Tributes

A Practical Guide

Planning and Conducting Needs Assessments

Quality Control Handbook

*Juran's Quality Control HandbookMcGraw-Hill Companies*

*The definitive guide to organizational excellence--completely updated Fully revised for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge, The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition offers in-depth guidance on effectively applying the principles of quality management in today's business environment and delivering superior results. Designed to help you prepare for and pass the ASQ CMQ/OE exam, this authoritative volume also serves as an essential on-the-job reference. Coverage includes: Business-integrated quality systems Organizational structures The quality function Approaches to quality Customer-focused organizations Integrated planning Strategic planning Understanding customer expectations and needs Benchmarking Organizational assessment Process control Quantifying process variation Quality audits Supply chain management Continuous improvement Effective change management Six Sigma methodology, including detailed descriptions of the DMAIC and DMADV approaches Management of human resources Motivation theories and principles Management styles Resource requirements to manage the quality function Over the past 40 years, the quality management discipline has undergone steady evolution from disparate quality assurance efforts to strategic, business-integrated functions. Today's quality manager must be able to plan and implement measurable, cost-effective process-improvement initiatives across the organization. Written by two of the foremost authorities on the subject and fully updated for the latest American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE) Body of Knowledge, The Handbook for Quality Management, Second Edition provides an operational guide to the proper understanding and application of quality management in the current business environment. It serves as a primary reference source for an organization's quality program and for anyone seeking to pass the CMQ/OE exam, given by the ASQ. The Handbook for Quality Management: A Complete Guide to Operational Excellence, Second Edition: Clearly defines quality management principles and their application within a cross section of industries Integrates the application of Theory of Constraints, Six Sigma, and Lean thinking into the Quality Management discipline Contains detailed methods for planning, including customer needs recognition, benchmarking, and organizational assessments Discusses controls such as statistical process control, audits, and supply chain management Explains the stages of continuous improvement Incorporates classic application theories with more current management practices advocated by Joiner, Senge, and Deming, among others Features simulated and past exam questions to help you study for the ASQ CMQ/OE exam with answers that can be found at www.mhprofessional.com/HQM2*

*Engineer, manager, executive, author and lecturer, Dr. Joseph M. Juran compiles the first-ever international history on managing for quality. Focusing on the elements of quality management common to all industries, this volume illustrates the immense effect that quality, and its evolution, has had on civilization over the centuries. Juran brings together a richly diverse group of authors, each one a renowned authority in the field of quality management. Each of the 17 stand-alone chapters describes how managing for quality evolved in a specific geographical area and during a specific time frame of human history. Juran summarizes this historical profile with a final chapter that identifies and traces worldwide trends, derives lessons learned over history, and suggests likely directions in managing for quality for the next century.*

*Juran's Quality Hb 6E*

*Juran's Quality Handbook: The Complete Guide to Performance Excellence, Seventh Edition*

*Total Quality Management in Education*

*A Complete Guide to Operational Excellence*

*Juran's Quality Essentials*

Publisher's Note: Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product. Do you feel the victim of continual and unpredictable change? Do you face unrelenting competition? Is the time cycle of your product development too slow? Does your production function produce waste, delays, defects, and other excessive costs? If you've answered "yes" to any of these questions, you need this book Juran's Six Sigma provides a clear roadmap for organizational survival and renewal. Piecemeal improvements won't solve the problem--this book presents the Juran Institute's plan for sustained major improvement across the organization. \* The First Six Sigma book to incorporate the Juran philosophy\* Useful for implementation and certification for all levels of management \* Follow the Institute's unique method for achieving and maintaining Six Sigma breakthrough--with no backsliding

Although hundreds of school improvement programs have been launched in the United States over the past quarter century, very few of them have been successful. The author of Quality in Education: An Implementation Handbook, an experienced quality expert who specializes in education, believes that many of these programs could have succeeded had their developers understood and applied the theories and methods of Total Quality Management (TQM). This book explains how to avoid the pitfalls that doomed previous efforts to failure, and apply TQM to build a strong foundation for success. Beginning with the basic concepts and tools, this book is your complete guide as you embark on your quality journey. The handbook explains the importance of making a commitment to change and establishing a shared vision of quality, and discusses tools and techniques for overcoming resistance and developing a quality culture. The book covers new methods you can use to manage change, and includes exercises to help you apply the ideas in your organization. Examples from successful schools demonstrate how Total Quality Management can be applied to every area of education, from classroom management to building maintenance. Quality in Education: An Implementation Handbook teaches you how to make fundamental changes to the way people in your district or school view education and themselves as educators. Using the principles and methods in this book, you can realize the tremendous benefits of quality - continuous improvement in every educational process.

Whatever advances American manufacturing has made in the last 30 to 40 years, we owe to Joe Juran." --Peter Drucker No one in the last hundred years has had more influence on the worldwide practice of quality in business than Dr. Juran. The roots of Six Sigma, TQM, ISO 9000, and other major quality movements can all be found in his teachings and writings. In Architect of Quality, the man who helped invent and champion quality management systems, quality circles, and teams long before they became standard practice tells the inspiring story of his life. Juran relates a classic American tale of a Romanian immigrant who overcame dire poverty and a childhood in a tar paper shack to make a profound impact on business and society. He candidly describes his rich and successful and dramatic failure in his early years at Western Electric's famed Hawthorne plant and relives his experiences working on the war effort in Washington, DC, in the '40s and then advising postwar Japan on how to rebuild itself. Juran describes how he developed the core ideas behind the quality movement that started more than 60 years ago and now finds expression in the Six Sigma quality improvement movement.

For Leaders

Volume 14

Architect of Quality

Juran

The Autobiography of Dr. Joseph M. Juran

About the Book : Juran's Quality Handbook, Sixth Edition features Completely reorganized content reflecting today's quality management landscape In-depth coverage of performance excellence and Six Sigma quality techniques Details on managing quality in a lean world Instructions on implementing the Pareto Principle to focus on important business needs Quality management methods for information-based companiesDiscussion on managing the local and global supply chain Coverage of quality and the environment: designing for sustainability and societal needsJoseph M. Juran was an international leader in the quality management field for over 70 years and considered the father of quality management. As a member of the Board of Overseers he helped to create the US Malcolm Bainbridge National Quality Award and received over 50 medals and awards from 14 countries.

Through four editions, "Juraan €™s Quality Planning and Analysis: for Enterprise Quality" has provided students and professionals with an authoritative treatment of the subject that goes beyond statistical techniques. The Fifth Edition of this highly regarded classic book on managing for quality, combines the pioneering concepts of Dr. Joseph M. Juran and the teachings of the late Dr. Frank M. Gryna with the insights and experience of today's leading trainers and consultants at the Juran Institute à Dr. Richard Chua, Executive VP & Six Sigma Practice Leader, and Joseph A. DeFeo, CEO & Executive Coach. The trademark Juran Institute approach has been retained, developing the viewpoint that the control of quality requires managerial, technological, statistical, and behavioral concepts throughout all major functions of an organization. With real-world problems provided in each chapter, students are faced with realities that confront managers, designers, engineers, marketers, operations personnel, users, and others involved in the quality function. Students are required to make assumptions, estimate economics, reach conclusions from incomplete facts, and otherwise adapt themselves to the imperfect world of the practitioner. An instructor's manual supports the text, providing solutions, additional questions, and case examples. Modular organization of topics into four parts enables instructors (and the reader) to customize topic coverage easily for different classes, as follows: Foundation, Managerial Concepts, Functional Applications and Statistical Techniques. This book is very useful for: senior-level undergraduate and graduate classes in business and engineering schools; practitioners of Quality including those preparing for the ASQ certification examinations: Certified Quality Engineer, Quality Manager, Software Quality Engineer, and Reliability Engineer; executives and practitioners of Performance Excellence, Operational Excellence, Six Sigma and Lean; Black Belt and Green Belt workshops.

This new edition introduces the key concepts of TQM in the education context, discusses organizational, leadership and teamwork issues, the tools and techniques of TQM, and will help educators develop a framework for management in their school. The Nature of Software Development

Quality in Education

Work Overload!

Juran Institute's Six Sigma Breakthrough and Beyond

Juran on Quality by Design

*More than ever the international reference work for managers and specialists, the new Fourth Edition of this classic desktop guide defines how to plan, produce, control, and continually improve quality companywide for the 1990s -- from the executive suite to the factory floor.*

*The definitive quality management compendium--revised for the first time in a decade For more than 50 years, Juran's Quality Handbook has been the singular essential reference to quality management and engineering. The Sixth Edition--the first revision of the Handbook in 10 years--forges a new standard in tools for quality. Bringing leaders, managers, master and black belts, and engineers the most up-to-date methods, research, and tools, under the guidance of a team of the world's top experts, this authoritative resource shows how to apply universal methods for delivering superior results and organizational excellence in any organization, industry, country, or process. Juran's Quality Handbook, sixth edition: Leadership--what everyone needs to know about managing for superior quality and results Methods--the most effective methods and tools for attaining superior results, such as Lean, Six Sigma, Root Cause Analysis, Continuous Innovation, and more Industry applications--effectively applying quality management The roles of key functions--such as quality professionals, research and development, supply chain, and governance--and what they must carry out to attain superior results in an organization Performance excellence--pragmatic roadmaps, templates, and tools to aid in developing an effective and sustainable performance excellence system*

*The cornerstone text onquality management and performance excellence -- thoroughly revised to reflect the latest challenges and developments The "body of knowledge" for the science ofquality management and performance excellence for more than half-a-century, Juran's Quality Handbook has been completely updated to meetthe ever-changing needs of today's business and quality professionals. Underthe guidance of a team of top experts, this authoritative resource demonstrateshow to apply the right methods for delivering superior results and achievingexcellence in any organization, industry, or country. Juran's Quality Handbook, Seventh Edition provides you with a complete roadmap forthe nextlevel -- clearly written to make sure you know where you are in theprocess and what you must do to reach the next level. Within its pages, youwill find A-Z coverage -- from key concepts, methods, research, and tools topractical applications on the job. Here's why this is the best edition yet: • Updated chapters on Lean, Six Sigma and the Shingo Prize •NEW chapters on Risk Management and Building a Quality Management System •NEW material on the history of quality management •All ISO and other regulatory standards have been updated •NEW statistical tables, charts, and data •Examples and case studies throughout demonstrate how others have appliedthe methods and tools discussed in real-world situations*

*Introduction to Statistical Quality Control*

*A New Concept of the Manager's Job*

*Quality-Control Handbook, Edited [and in Part Written] by J.M. Juran, [With Tables and Graphs, ]*

*Juran on Leadership For Quality*

*Juran's Quality Handbook: The Complete Guide to Performance Excellence 6/e*

Once solely the domain of engineers, quality control has become a vital business operation used to increase productivity and secure competitive advantage. Introduction to Statistical Quality Control offers a detailed presentation of the modern statistical methods for quality control and improvement. Thorough coverage of statistical process control (SPC) demonstrates the efficacy of statistically-oriented experiments in the context of process characterization, optimization, and acceptance sampling, while examination of the implementation process provides context to real-world applications. Emphasis on Six Sigma DMAIC (Define, Measure, Analyze, Improve and Control) provides a strategic problem-solving framework that can be applied across a variety of disciplines.

Adopting a balanced approach to traditional and modern methods, this text includes coverage of SQC techniques in both industrial and non-manufacturing settings, providing fundamental knowledge to students of engineering, statistics, business, and management sciences. A strong pedagogical toolset, including multiple practice problems, real-world data sets and examples, and incorporation of Minitab statistics software, provides students with a solid base of conceptual and practical knowledge.

For decades, Juran's Quality Handbook has been the one essential reference in quality management and engineering—the ultimate authoritative source of answers on quality applications, procedures, techniques, and strategies. Now this Fifth Edition—a major revision and the first new edition of Juran's Quality Handbook in more than 10 years—forges a new standard in tools for quality.

Bringing managers and engineers the most up-to-date methods, research, and theory, under the guidance of a team of the world's top experts, Juran's shows you how to plan for quality, achieve quality control, and ensure quality results. Packed with new methods, research, and thought on quality, and emphasizing the need for quality software and quality software development methods, this completely updated classic also gives you new information, new techniques, and new applications. Broad in scope and inclusive in methodology, Juran's Quality Handbook is the reference of choice for anyone concerned with quality in business, manufacturing, or engineering. Whether you're just beginning your journey or a longtime traveler on the quality path, this book is the best possible companion for your voyage.

Juran's Quality Control Handbook

Principles of Total Quality

Quality control handbook, J. M. Juran, editor-in-chief, Leonard A. Seder [and] Frank M. Gryna, associate editor[s].

Juran, Quality, and a Century of Improvement

The New Steps for Planning Quality Into Goods and Services