



Quality Planning and Analysis: From Product Development Through Usage

J.M. Juran, Frank M. Gryna

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Written by internationally recognized leaders in quality, this book provides comprehensive coverage and reflects modern thinking on quality in the 90's and into the 21st century. It gives balanced coverage of the impact of quality on all organizational activities - managerial, statistical, and technical - which organizations need to achieve quality objectives. The systems approach is threaded throughout the book by discussing quality assessment, key quality processes, and the quality activities in 11 functional areas of an organization. The new edition has been thoroughly updated and covers new topics such as concepts and examples for the service industry, strategic quality management, competitive bench-marking, quality function deployment, self-managing teams, employee empowerment, zone control charts, and box and whisker plots. There is also detailed discussion of quality planning, control, and improvement processes. A solutions manual is also available (0-07-033184-7).

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