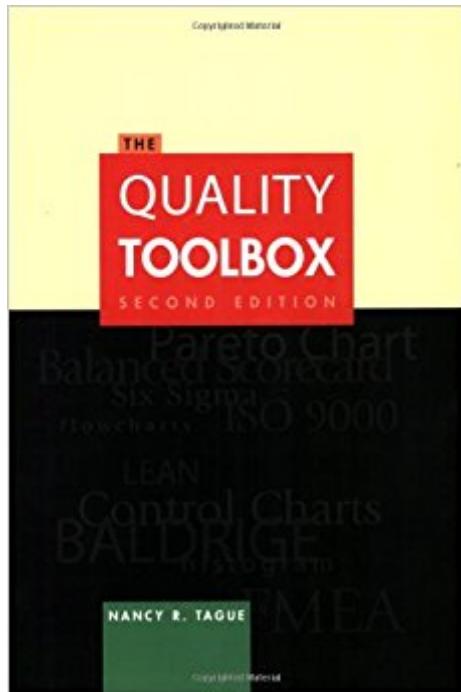


The book was found

Quality Toolbox



Synopsis

The Quality Toolbox is a comprehensive reference to a variety of methods and techniques: those most commonly used for quality improvement, many less commonly used, and some created by the author and not available elsewhere. The reader will find the widely used seven basic quality control tools (for example, fishbone diagram, and Pareto chart) as well as the newer management and planning tools. Tools are included for generating and organizing ideas, evaluating ideas, analyzing processes, determining root causes, planning, and basic data-handling and statistics. The book is written and organized to be as simple as possible to use so that anyone can find and learn new tools without a teacher. Above all, this is an instruction book. The reader can learn new tools or, for familiar tools, discover new variations or applications. It also is a reference book, organized so that a half-remembered tool can be found and reviewed easily, and the right tool to solve a particular problem or achieve a specific goal can be quickly identified. With this book close at hand, a quality improvement team becomes capable of more efficient and effective work with less assistance from a trained quality consultant. Quality and training professionals also will find it a handy reference and quick way to expand their repertoire of tools, techniques, applications, and tricks. For this second edition, Tagu added 34 tools and 18 variations. The "Quality Improvement Stories" chapter has been expanded to include detailed case studies from three Baldrige Award winners. An entirely new chapter, "Mega-Tools: Quality Management Systems," puts the tools into two contexts: the historical evolution of quality improvement and the quality management systems within which the tools are used. This edition liberally uses icons with each tool description to reinforce for the reader what kind of tool it is and where it is used within the improvement process.

Book Information

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Customer Reviews

Space on my office desk is not infinite and I only keep the most useful books within arms reach there. Other titles, often helpful but not useful on a daily or weekly basis, get relegated to the bookshelf along with all the vendor catalogs and old college textbooks. The Quality Toolbox is good enough that I made room for it next to my copies of Marks' Std Handbook for Mechanical Engineers and Machinery's Handbook. It contains a wealth of information that can benefit people at all positions within an organization, not just members of the QC or QA staff. It is laid out with a good graphical index in the front that aids you in selecting the right tool for the problem at hand. Each tool section, with the exception of the couple that deserve books of their own, has all the information you need to apply it to the problem and achieve real solutions, not just more paperwork. I found the examples of the tools being used on real world problems very handy at showing how the tools usage is not set in stone, or used in isolation, but adapted and combined with other tools to get answers. In today's highly competitive marketplace quality is something that is everyone's job, not just one group of checkers. This book presents information in a very "to-the-point" manner, with simple math when needed, that should allow a reader to make use of these tools all across their job responsibilities. This is the type of reference manual that should allow an organization to experience the benefits of putting quality at all levels and not just as an end checking process. My only suggestion/complaint is that a book of this size could really use the section scallops, or thumb index cut-outs, that would make finding the tool much faster. After deciding what tool you want to read up on from the index it does take more time than I'd like to actually get to the tool. A physical index with tabs or cut-outs would greatly improve an otherwise excellent reference manual.

This is not so much a book to be read from cover to cover. Rather it is a collection of tools that can be used for analysing data and information. Although the title is "Quality Toolbox" which may lead one to think this is a text for implementing Quality Management and Continuous Improvement, it is much more. I am currently using this book to analyse an unstructured collection of data to undertake a research program into a relatively new field of telecommunications. Because the tools are separately described and their uses explained, this book can be used for a wide range of activities that require the collection and analysis of data by anyone who may need guidance in dealing with unstructured data and/or tools for process analysis and improvement.

Must have in your "Garage" of reference books if you care about quality!

I use this all the time as a reference when I am working on Quality issues. It is organized well and in a simple consistent manner.

Great Reference!!!!!!!

This is really rare...a textbook that I am not only enjoying in class, but will also take in to my office and refer to it frequently to solve real world problems there.

Has a lot of good continuous improvement information and techniques.

That was the book I am looking for quality measuring and evaluation tools, a real handbook

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