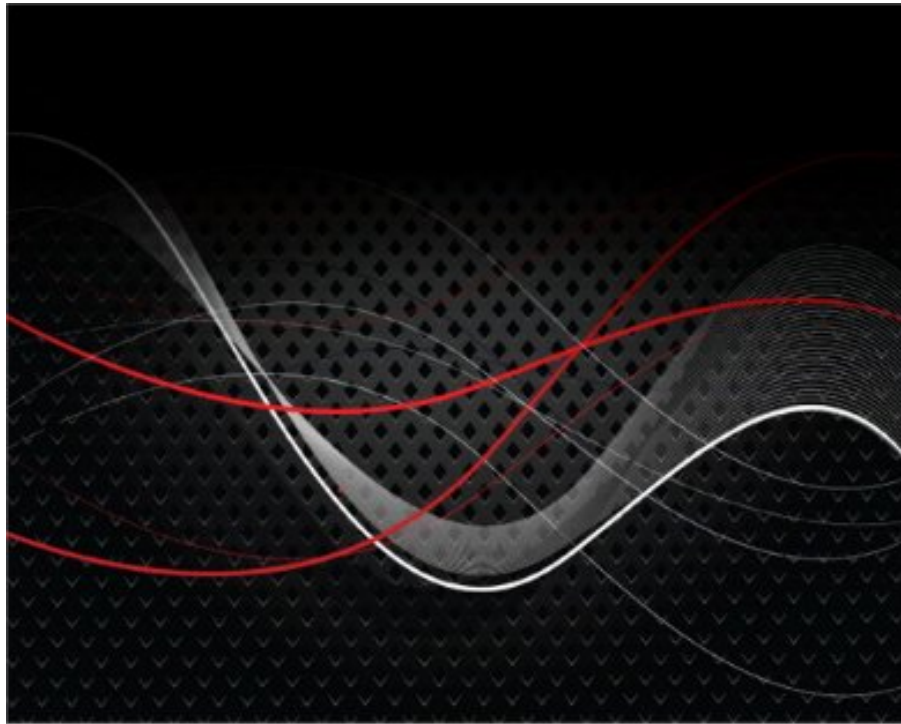


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Formerly titled Quality Control, the field's most accessible introduction to quality has been renamed and revamped to focus on quantitative aspects of quality improvement. New chapters on Lean Enterprise, Six Sigma, Experimental Design, and Taguchi's 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.

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Features

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5 of 6 people found the following review helpful.

The publishers should read Intro to Quality Control by Montgomery

By Doug

I just finished teaching a class using the 9th edition of this book. Portions of this edition were an improvement over the 8th edition used for a previous semester but the cons outweigh the pros when considering this as a textbook.

By the end of the semester my students and I found more than 3 dozen significant typographical errors in the text and we didn't study every chapter. There were more in the instructor's manual and accompanying presentation slides. I'm not complaining about simple ones like misspelled words but equations that were incorrect, sections listed as objectives but missing from the book, and concepts that were defined incorrectly.

For example, the concept of MTBF (1/failure rate) is incorrectly equated with mean life. This is just plain wrong. It is easy to find real data with an MTBF greater than any of the values in the data set. (Ten 737s fly 5,000 hours each and one engine has a failure yielding an MTBF OF 100,000 hours, but each of the 20

engines flew just 5,000 hours.)

Objectives for chapter seven include learning how to do a gauge repeatability and reproducibility study. The info about gauge r&r describes the concept but none of the statistical equations needed to do one. Despite the fact that GR&R is one of the most commonly used statistical tools in the manufacturing industry, the necessary information was removed when preparing this edition.

Some equations that should match don't, confusing students. Some printed only once are incorrect, definition of kurtosis on page 43. Subscripts are inconsistent, see Chapter 10 for random use of P0 and p0. In Table 13-1, Type I and Type II errors are both labeled alpha. Answers in the instructor's manual are for problems in earlier editions. Three tables in the appendix are labeled incorrectly; the F-distribution tables for alpha = 0.1 and 0.01 are reversed. I found more than 60 errors among less than 300 entries that I checked in the Poisson table, most due to incorrect rounding but a couple were an order of magnitude wrong. It is inconceivable to me that the 9th edition of a book could be so badly produced.

I will not be using this book again when I teach in the future. If you want a good reference, I recommend Introduction to Statistical Quality Control by Montgomery. I recommend that the printer read a copy of that book before they print the next batch of this one.

1 of 1 people found the following review helpful.

Light on data, high on price

By Angela Crawford

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.

0 of 0 people found the following review helpful.

Its good, but needs work

By Joe

This is a good book, but there are things that need attention. Namely better indexing and better definitions. It is difficult to search for basic and even moderate nomenclature within the index. Also, this gets a little too theoretical and doesn't tie in solid uses or comprehensive examples for all the quality applications. It has some very useful information, but the presentation of information could be better.

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