



Implementing Total Quality

Joe Cullen, Jack Hollingum

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Total Quality Control is an approach to manufacturing which aims to eliminate the waste during production manufacturing process, not to achieve customer perceived quality by inspecting and rejecting finished products. With Total Quality Control the customer perception is the same - high quality products - but the difference is in the efficiency of the operation, where problems are identified and corrected before they result in defective products. This book aims to give production directors and engineers an understanding of the task facing manufacturers in attempting to improve quality, and outlines the general solution available to them. The book looks at both the human aspects of motivating and training for quality and the technology available in terms of both inspection and statistical quality control, while not going into exhaustive detail.

Implementing Total Quality Control will serve as an essential primer for manufacturers seeking to improve both the quality and the efficiency of their operation.

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