# CONTENTS

PART 1	INTRO	DUCTION	1
	1 1	HISTORY AND EVOLUTION OF QUALITY CONTROL	3
	1-1	Earliest Developments	4
	1-2	Developments in the World War II Era	6
	1-3	Modern Developments	8
	1-4	Training for Quality	11
	1-5	References	12
	2	QUALITY AND QUALITY SYSTEMS	14
	2-1	Quality and Productivity	15
	2-2	Quality Control	30
	2-3	Quality Systems	35
	2-4	References	62
	2-5	Problems	66
	3	REVIEW OF FUNDAMENTAL STATISTICAL CONCEPTS	68
	3-1	Probability	68
	3-2	Frequency Distributions	72
	3-3	Measurements of Central Tendency	74
	3-4	Measures of Dispersion	78
	3-5	Probability Distributions	81
	3-6	Statistical Inference	96
			ix

3-7	Quality Control as an Area of Statistics	104
3-8	References	105
3-9	Problems	105

## PART 2 STATISTICAL PROCESS CONTROL

4 1	NTRODUCTION TO CONTROL CHARTS	11:
4-1	Variation and the Control Chart	110
4-2	An Attribute Control Chart	121
4-3	Detection of Changes	129
4-4	References	132
4-5	Problems	133
5 /	ADDITIONAL CONTROL CHART PRINCIPLES	134
5-1	Behavior of Variables Data	134
5-2	Normal Distribution	130
5-3	Control Charts for Averages and Ranges	142
5-4	General Principles of Control Charts	150
5-5	References	160
5-6	Problems	160
6 (	CONTROL CHARTS FOR ATTRIBUTES	162
6-1	Charts for Number of Pieces Nonconforming	163
6-2	Charts for Percent Nonconforming	168
6-3	Charts for Number of Nonconformities	176
6-4	OC Curves for Attributes Control Charts	180
6-5	References	183
6-6	Problems	183
7 (	CONTROL CHARTS FOR VARIABLES	190
7-1	Individuals (x) Chart	190
7-2	Rational Subgroups—Design of Data Collection	195
7-3	Range (R) Chart	197
7-4	Standard Deviation Chart	200
7-5	Average $(\bar{x})$ Chart	203
7-6	Median $(\tilde{x})$ Chart	21
7-7	Midrange (M) Chart	214
7-8	Other Variables Control Charts	216
7-9	Evaluation of Average Control Charts	217
7-10	Other Evaluations	220

÷ .

. . . . .

7-11 Economic Design and Evaluation of Control Charts	221
7-12 Conclusions	223
7-13 References	223
7-14 Problems	225
8 SPECIAL CONTROL CHARTS	233
8-1 Cumulative Sum Control Charts	233
8-2 The Exponentially Weighted Moving Average Control Chart	253
8-3 Modified or Reject Control Limits for $\bar{x}$ Charts	256
8-4 Acceptance Control Charts	266
8-5 References	279
8-6 Problems	280

# PART 3 METHODS FOR QUALITY IMPROVEMENT 285

9 GRAPHICAL METHODS FOR QUALITY	287
9-1 History of Graphical Methods	287
9-2 The Magnificent Seven	290
9-3 The Second Seven	325
9-4 Special Graphics	343
9-5 Other Graphics and Advanced Methods	347
9-6 References	348
9-7 Problems	351
10 PROCESS CONTROL TECHNIQUES	354
10-1 Quality Improvement	355
10-2 Control of Quality	385
10-3 Conclusions	400
10-4 References	401
10-5 Problems	402
11 SPECIFICATION LIMITS, TOLERANCES,	
AND RELATED TECHNIQUES	408
11-1 Specification Limits and Tolerances	408
11-2 Relationship to Processes and Control Charts	409
11-3 CUSUM Charts and Specification Limits	419
11-4 Some Miscellaneous Procedures	421
11-5 Statistical Addition of Tolerances	423
11-6 References	431
11-7 Problems	431

### PART 4 ACCEPTANCE SAMPLING

10	SINCLE AND DOUDLE ATTRIDUTE CANDIDIC	427
12	SINGLE AND DOUBLE AT IKIBUTE SAMPLING	437
12-1	Sampling Risks	438
12-2	Sampling Variations	439
12-3	Types of Sampling Plans	441
12-4	Single Sampling	444
12-5	Double Sampling Plans	460
12-6	References	467
12-7	Problems	467
13	SEQUENTIAL AND MULTIPLE ATTRIBUTE SAMPLING PLANS	469
13-1	Item-by-Item Sequential Sampling Plans	470
13-2	Group Sequential Plans	480
13-3	Derivation of Matched Plans	481
13-4	References	485
13-5	Problems	486
14	ATTRIBUTE SAMPLING TABLES	487
14-1	ANSI/ASQC Z1.4-1981	489
14-2	The Dodge-Romig System	501
14-3	An LQL Indexed System	508
14-4	Other Attribute Acceptance Sampling Plans	514
14-5	References	516
14-6	Problems	517
15	SPECIAL ATTRIBUTE SAMPLING PROCEDURES	518
15-1	Continuous Sampling Plans—CSP	518
15-2	Skip-Lot Sampling Plans-SkSP	531
15-3	Chain Sampling Plans—ChSP	536
15-4	References	540
15-5	Problems	542
16	ACCEPTANCE SAMPLING BY VARIABLES	545
16-1	Estimating Fraction Nonconforming with the Normal Distributions	546
16-2	Estimating Fraction Nonconforming when the Standard Deviation	510
	Is Known	549
16-3	Acceptance Sampling by Variables Using ANSI/ASQC Z1.9-1980	212
	(MIL-STD-414)	552
16-4	The Graphical Method—ISO 3951	571
10-3	Testing Normality	575
16-0	Deferences	575
16-/	References Drablema	575
10-8	Problems	576

435

## PART 5 METHODS FOR DESIGN QUALITY

17 I	INDUSTRIAL EXPERIMENTATION	581
17-1	Onetime Experiments	582
17-2	Evolutionary Operations	593
17-3	Analysis of Means (ANOM)	603
17-4	Summary	616
17-5	References	616
17-6	Problems	618
18 I	RELIABILITY	620
<b>18 I</b> 18-1	RELIABILITY Basic Concepts of Reliability	620 621
18 I 18-1 18-2	RELIABILITY Basic Concepts of Reliability Distributions Useful in Reliability	620 621 624
<b>18 I</b> 18-1 18-2 18-3	RELIABILITY Basic Concepts of Reliability Distributions Useful in Reliability Reliability Predictions	620 621 624 629
18 H 18-1 18-2 18-3 18-4	RELIABILITY Basic Concepts of Reliability Distributions Useful in Reliability Reliability Predictions Reliability Estimation	620 621 624 629 635
18 H 18-1 18-2 18-3 18-4 18-5	RELIABILITY Basic Concepts of Reliability Distributions Useful in Reliability Reliability Predictions Reliability Estimation Accelerated Life Testing	620 621 624 629 635 647
18 I 18-1 18-2 18-3 18-4 18-5 18-6	RELIABILITY Basic Concepts of Reliability Distributions Useful in Reliability Reliability Predictions Reliability Estimation Accelerated Life Testing References	620 621 624 629 635 647 650

#### APPENDIX: TABLES

Α	Areas Under the Normal Curve	656
В	Percentage Points of the Chi Square $(\chi^2)$ Distribution	658
С	Percentage Points of the t Distribution	659
D	Percentage Points of the F Distribution	660
Ε	Cumulative Binomial Distribution	665
F	Summation of Terms of the Poisson Distribution	667
G	Control Chart Factors for Central Tendency	672
н	Control Chart Factors for Dispersion	673
Ι	One-sided Statistical Tolerance Interval, µ, o unknown	676
J	Two-sided Statistical Tolerance Interval, $\mu,\sigma$ unknown	677
Κ	Exact Critical Values for the Analysis of Means	678
L	Factors for Acceptance Control Charts	680

#### INDEX

681

655