

The Quality Tools Cookbook

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Cookbook Aim, Philosophy, and Content

The aim of the *Quality Tools Cookbook* is to provide a free, comprehensive, reference to the quality tools for students, faculty, or anyone on the Internet who may find it useful. Should you choose to use any of the materials, we'd like to hear how you are using them. If you have suggestions for improvement, or discover errors, please send us an e-mail message with your comments.

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The quality tools can be used to improve any kind of process, including manufacturing processes, business processes, and educational processes. Learning to use the quality tools is not difficult. The *Cookbook* is a step-by-step guide to using each tool, examples, and when appropriate, *Excel* templates.

The material for each tool can be accessed from one of the menus below. The tools are classified into three major categories, the traditional tools, the management/planning tools, and the 1995 tools. Since this is a continuing work, additions, improvements and changes may occur at any time.

These materials are the results of many sources, including the following:

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- Byrnes, M., and Cornesky, R. (1994). *Quality Fusion: Turning Total Quality Management into Classroom Practice*, Cornesky and Associates, Port Orange, FL
- Chang, R. and Niedzwiecki, M. (1993). *Continuous Improvement Tools Vol. 1*, Richard Chang Associates, Irvine, CA
- Chang, R. and Niedzwiecki, M. (1993). *Continuous Improvement Tools Vol. 2*, Richard Chang Associates, Irvine, CA
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- E. B. Dean's *Internet* page at e.b.dean@larc.nasa.gov
- Ishikawa, K (1982). *Guide to Quality Control*, Quality Resources, White Plains, NY.
- McCloskey, L.A, and Collett, D.N. (1993). *TQM a Basic Text*, Goal/QPC,

