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With continuous improvement (kaizen) and Total Quality Control (TQC) becoming increasingly important to world class companies, there's an urgent need to build quality into every management decision. The tools presented in this book allow you to do just that. They represent the most important advance in quality deployment and project management in recent years.

Unlike the seven traditional QC tools, which measure quality problems that already exist and are used by quality circles, these seven new QC tools make it possible for managers to plan wide-ranging and detailed TQC objectives throughout the entire organization. These tools, some borrowed from other disciplines and others developed specifically for quality management, include the relations diagram, the KJ method (affinity diagram), the systematic diagram, the matrix diagram, matrix data analysis, the process decision program chart (PDPC), and the arrow diagram. Together they will help you to:

Expand the scope of quality efforts company-wide.

Set up and manage the systems necessary to resolve major quality problems.

Anticipate potential quality problems and actually eliminate defects before they happen.

Never before available in English, Management for Quality Improvement is absolutely essential reading if you are in any area of project management, quality assurance, MIS, or TQC.