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With more than 200,000 copies sold, Juran's Quality Handbook is the best-selling resource in its field. A classic reference written by an international group of recognized experts, this book covers the trilogy of processes--quality planning, quality control, and quality results--that underlie management for quality. Featuring 80% new and revised content, the Fifth Edition delivers all the tools necessary for successful quality engineering and management well into the next century. Updated information includes sections on the Taguchi Method, ISO 9000, Benchmarking, Software Development, Adaptation of Strategic Quality Planning and Total Quality Management, as well as forward-looking advice both for supervisors and for self-directing teams. In response to the growing importance of computer software as the driving force behind both engineering and its management, this edition adds critical information on the latest computer and software and their applications. Reaching beyond the management site, it addresses supplier relations, customer service, and considerations for worldwide market standards. Chapters are authored by a global team of industrial experts, making this book ideal for quality engineers and managers, industrial engineers, and students.