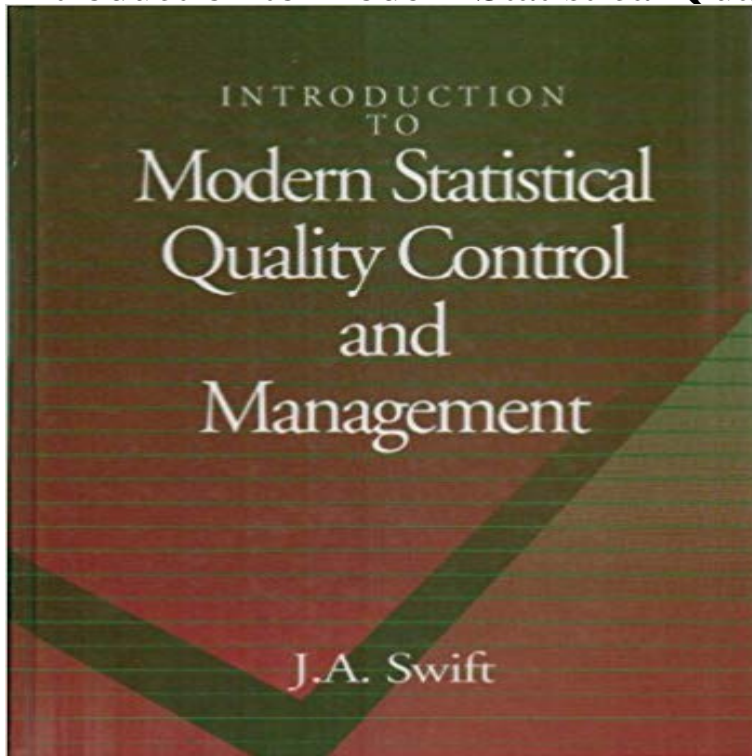


# Introduction to Modern Statistical Quality Control and Management



PART I: QUALITY MANAGEMENT  
Total Quality Management: Concepts and Principles  
Tools and Techniques  
Implementation  
Quality Innovators  
Walter A. Shewhart  
W. Edwards Deming  
Kaoru Ishikawa  
Joseph M. Juran

PART II: QUALITY AWARDS  
Malcolm Baldrige National Quality Award  
George M. Low Award (NASA Excellence Award)  
The Deming Prize

PART III: QUALITY TOOLS AND METHODS  
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Organization for Standardization ISO  
9000 Final Comments PART V:  
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Collection and Plotting Forms for  
Attributes and Variables Control  
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