

Subject Index

A

acronyms, ix
 ASTM Standard F1469-99, 51
 ASTM Standard F1503--02, 51
 ASTM Standard F2282-03, 51
 ASTM Standard F2688-08, 51
 attributes
 control charts, 40
 gauge analysis, 40–41
 gauge analysis form, 57

C

cause and effect diagrams, 41
 communication, viii, 5
 continuous improvement, 17–23
 control plans, 11–16
 method of evaluation, 16
 responsibility, 16
 reaction to out-of-control, 16
 control method/sample plan, 11
 controlled characteristic, 11
 process point control, 11
 cost
 quality, 29
 reduction, 33
 critical performance indicators (CPIs), vii
 customer and market focus, vii, 2–3

D

descriptive statistics, 38–39
 DMADV, 44
 DMAIC, 44

E

effects of failure, 9–11
 employee survey, 2–3
 empowerment and involvement, 4
 evaluate, 20
 external customers, 2

F

failure mode and effects analysis, 9–13
 fasteners
 distributors, 49
 manufacturers, 49
 users, 49–50
 five 5s, 43

flow charts, 7
 analysis, 7
 FMEA, 9–13
 futuristic quality planning, 6–16

I

improve delivery performance, 33
 improved product quality, 33
 improvement methodology
 evaluate, 20
 expectation, 20
 initiate, 20
 plan, 18–20
 initiate, 20
 internal customers, 2
 ISO procedures, 25–27

K

Kanban, 43
 knowledge management, 4–5

L

layered process audit, 29–32
 leadership commitment, vii
 lean, 42

M

management's role, 1–5
 measurement, analysis, knowledge management, vii, 4–5
 method of evaluation, 16

O

organizing for quality, 27–28

P

Pareto analysis, 41–42
 partners in quality, 33–36
 PIE expectations, 20–23
 poka-yoke, 43–44
 process,
 flow analysis, 10
 management, viii, 5, 21–22
 point control, 11
 Public Law 101–592, 49–50

Q

quality
 control, 37–38
 cost, 29
 policy, 6
 reporting, 29–32
 quality manuals, 45–48
 guidelines, 45–48
 quality systems, 24–28
 audits, 29–32

R

reaction plan, 16
 recognition and awards, viii, 4
 responsibility, 16
 results, viii

S

six-sigma, 42, 44
 sourcing considerations, 33
 SPC, 39–40
 statistical applications, 38
 statistical quality control, 37–44

strategic planning, vii, 5, 6–16
 suppliers
 involvement, 34–36
 trust, 33
 management, 36
 measures, 33–34
 partnerships and control, 33–36
 quality systems survey, 52–56
 system audit structure, 31

T

testing laboratories, 49
 trust, 33

V

value stream mapping, 43
 variable control charts, 40
 variable gauge analysis, 40
 vision and policy statement, 19

W

workforce focus, vii, 3–4