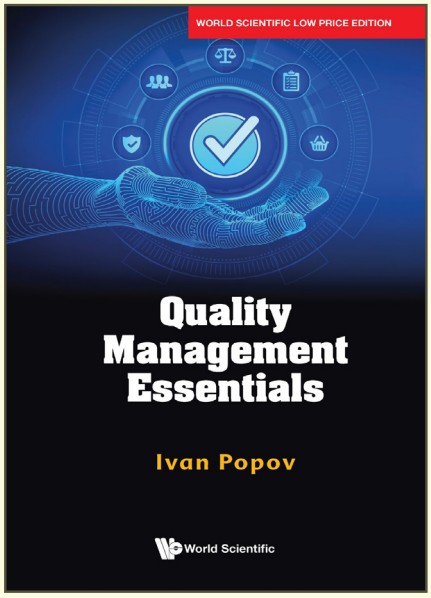
Quality Management Essentials



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ABOUT THE BOOK

A product's design is based on what customers want and how much they are willing to pay for it determines its quality. The production process is supposed to achieve the required quality. Due to the natural process variation the quality of a product or service varies. Thus, quality can be defined as fitness for intended use or, in other words, how well the product performs its intended function. It is a written or unwritten commitment to a known or unknown consumer in the market. Quality management ensures that a product or service is fit for its purpose. It has three main components: quality planning, quality control and quality improvement. Quality management is focused not only on product and service quality, but also on the means to maintain it. Quality management, therefore, uses quality control tools to achieve more consistent quality.

This book aims to provide the readers with the essential practical knowledge and understanding of quality-related issues to make correct decisions faster. Hence, they can effectively contribute to a modern dynamic production environment.

The book covers the essential tools used in quality control and quality management. There are a lot of practical questions and answers on quality.

READERSHIP

Mechanical and manufacturing undergraduate and postgraduate students; engineers; A-level students taking Tech concepts.

CONTENTS

- Introduction to Quality Management
- Measurements for Quality Assurance
- Process Variation and Probability Distributions Used in Quality Management
- Sampling
- Process Capability

- Control Charts
- Other Tools for Quality Management and Optimisation
- Six-Sigma Quality
- Acceptance Sampling
- Standardisation, Certification and Quality Management Systems

ABOUT THE AUTHOR

Dr Ivan Popov is a Principal Lecturer in Manufacturing Engineering in the School of Mechanical and Design Engineering, University of Portsmouth. He has industrial experience in Engineering Design, Quality Control and Manufacturing. Currently, he is responsible for teaching Quality Management and CAD/CAM-related modules. His research interests are in Reverse Engineering and CAD/CAM systems. Dr Popov holds a MEng and PhD in Mechanical Engineering. He is a Chartered Engineer, a Member of the Institution of Engineering and Technology (IET) and a Fellow of the Higher Education Academy. He has published over 20 journal papers and conference proceedings on Manufacturing Engineering, CAD/CAM and Reverse Engineering.

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