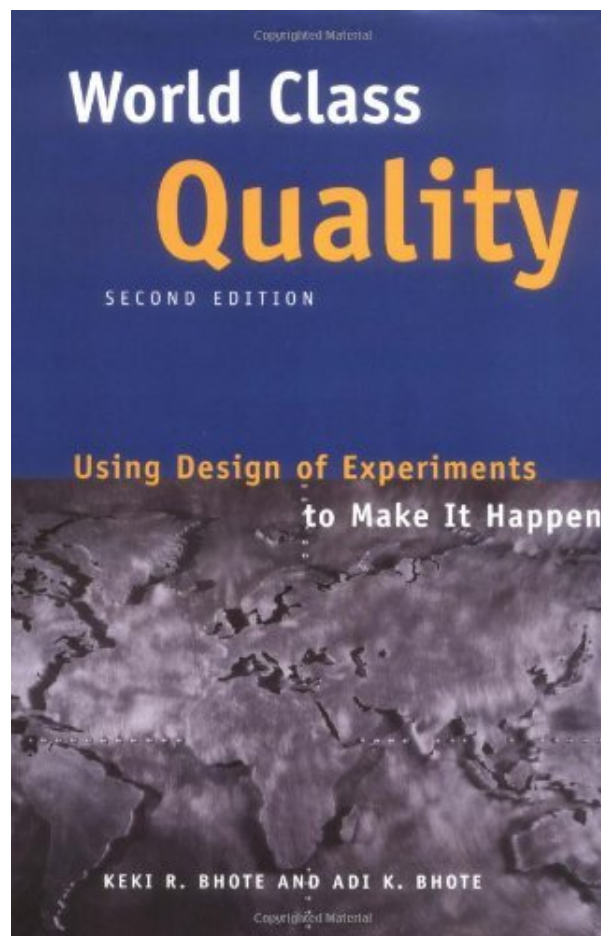
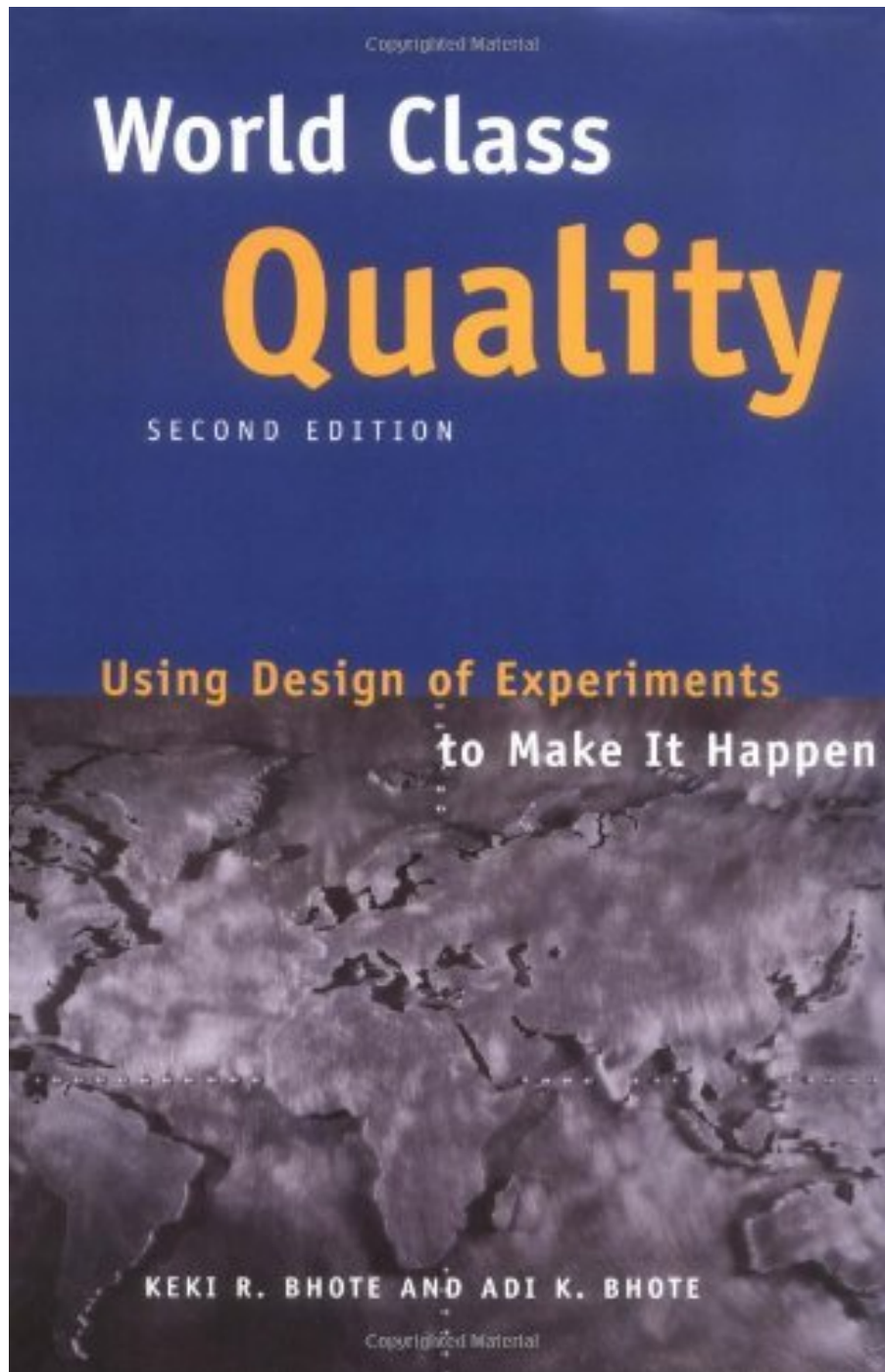


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OF EXPERIMENTS TO MAKE IT HAPPEN BY
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Review

"At Maytag, we love Keki Bhote's passion for quality. He sets bold improvement objectives and provides simple, but powerful, analytical tools to identify and eliminate the root cause of a problem." --William L. Beer, President, Maytag Appliances

About the Author

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The book that crowned the quality revolution (with over 100,000 copies sold since 1991) is poised to make it happen all over again.

This new and expanded edition of the widely influential World Class Quality not only provides more techniques and case studies, but also extends them into new areas (such as the service sector) and shows how to use them in a wider variety of applications. A new coaching emphasis makes it easy for managers to make these tools available at all levels of a company and even to customers and suppliers. The book also offers:

- * A practical way to secure top management commitment and make "Design of Experiments" a way of life at any company
- * A new reliability technique that simulates field failures at the design stage so they can be prevented before production
- * A new chapter summarizing related quality management and control techniques, making this an essential book for managers concerned with quality.

- Sales Rank: #1256697 in eBooks
- Published on: 2000-01-04
- Released on: 1991-11-26
- Format: Kindle eBook

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1 of 1 people found the following review helpful.

"Simpler" is better

By Andres Slack

Bhote has produced a treasure. All manufacturing professionals would do well to internalize this short book.

Besides explaining a simplified but very effective method of DOE (the Shainin method), this book does a great job of explaining another simplified but powerful SPC method: Precontrol Charts.

The explanation of Shainin DOE or Precontrol Charts are sufficient to make this book enormously valuable. Yet Bhote goes farther - he puts these tools into context within the overall production Quality system. He gives a lucid thumbnail sketch of the evolutionary stages of an organization's quality system, from what he terms "innocence" to "world class", and he does a convincing job of explaining the role of management and of the quality professional in a manufacturing organization striving for world-class quality.

As if that weren't enough, Bhote includes an extremely powerful product design reliability tool -Multiple Environment Overstress Tests (MEOST)- and Poka Yoke (error proofing) which of course is both a design and a production methodology to achieve zero errors.

The criticisms of Bhote that I have seen generally come from two camps: (1) 'purists' who have disdain for simplified DOE & SPC charts, and (2) nit-pickers who are put off by Bhote's strong criticism of classical methods and annoyed by typos.

The bottom line is that the contents of this single book, in an amazingly concise manner, live up to the promise of the title. Implementing the methods as explained by Bhote will reduce variation to world-class levels and create a robust production system from design to finished product. The beauty of the Shainin methods which Bhote lays out is that they are much simpler than their classical equivalents, which makes their implementation much easier and thus more likely to be carried out.

0 of 0 people found the following review helpful.

Five Stars

By Roberto Garcia-Tunon

Some great problem solving methodologies.

11 of 11 people found the following review helpful.

Fantastic Summary of Shainin's Powerful Techniques!

By A Customer

I have used Dorian Shainin's statistical engineering techniques for years and have solved several tough problems in manufacturing environments. I have found the techniques to be quite capable of helping me solve probably 99% of the problems I have faced in manufacturing. Bhote's second edition is a welcome update from his sparse first attempt. This book shows techniques, examples and how they work and don't work. More and newer tools are shown in this edition also. I found it a little difficult to read over and over again Keki's slamming of Taguchi and classical DOE. Shainin has used these tools to develop his own tools, and while they aren't used in his strategies by name they should at least be given polite acknowledgement by the author. I often felt as if Keki was begging the reader to use Shainin's techniques instead of simply writing about them. Overall I appreciate the compilation of almost all of Shainin's techniques even though so many have service marks on them for protection. This is a wonderful reference book and I have found it very useful to use when I explain the tools to others. I did have a hard time trying to merge the message of six sigma with Shainin's statistical engineering. I couldn't figure out if Keki thought six sigma was right or wrong, but he then went on to promote his own new version of everything, the Big Q. A little too much selling.

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