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A recent study revealed that case management programs helped improve hospital quality and led to reductions in hospital readmission rates. 1 Readmission rates are a problem throughout New York, says Michele L. Summers, PhD, RN-BC, FNP-C, clinical assistant professor at Decker College of Nursing and Health Sciences, Binghamton University in Binghamton, NY.

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ever-changing world, quality management and its philosophies, tools, and techniques help organization manage their business effectively. The second edition includes the following chapters: Supply Chain Management; Lean Principles; Benchmarking. Significant new material focuses on the following: Customers; Value Chains; Process Improvement; Ethics in Business; Lean Management; Supply Chain Management. A special feature in each chapter, How do we know it's working?, provides insights into a real organization's pursuit of excellence.

One of the best ways to learn the fundamental concepts of statistical process control and quality assurance is through application. This book provides clear explanations of popular quality tools and techniques, insightful case studies, plentiful illustrations to support explanations, and subject matter relevant to the challenges faced by today's organizations. The examples, cases, and problems, have been carefully cultivated from real life experiences of people who apply quality assurance tools and techniques in their day-to-day work activities. Contributors represent a wide cross-section of industries including utilities, hospitals, manufacturing, government, services and building trades. Expanded coverage of Six Sigma and ISO/TS 16949./More detail about certifications and careers in quality./Updated industry-appropriate software./Enhanced coverage of the quality masters and their philosophies./An introduction to confidence intervals./Additional examples, cases and problems./Continued focus on learning through applications./Entertains the professional - Not cut and dry like a textbook. An excellent resource for anyone who is in business working with Six Sigma. Also, resourceful for a company doing internal training in the area of quality management. Not limited to manufacturing businesses - Can also be used in hospitals, logistics based

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companies, retail and banking - Any type of company where quality assurance is a priority.

Quality Management: Creating and Sustaining Organizational Effectiveness, Second Edition explores how quality management has progressed from an emphasis on the management of quality to a focus on the quality of managing, operating, and integrating customer service, marketing, production, delivery, information, and finance areas throughout an organization's value chain. New or updated chapters on lean, Six Sigma, ISO 9000, and supply chain management cover the latest areas that are critical to companies competing in today's global environment. Designed to enable students to recognize the cornerstones of creating and sustaining organizational effectiveness, this text is based on key quality initiatives, including Six Sigma, the Malcolm Baldrige National Quality Award, ISO 9000, lean manufacturing, and value creation.

Clear techniques and real-world illustrations show how quality tools can be used to improve outputs, productivity, costs, and safety. Quality, 6/e provides the tools and techniques needed to help organizations improve in the areas of quality, productivity, and safety. Using a wide-range of industry examples, insightful case studies, clear explanations of popular quality assurance tools and techniques, numerous illustrations, and subject matter relevant to the challenges faced by today's organizations, it takes an applied approach that teaches the "why and how" behind quality assurance and statistical process control. The contributors include engineers, business managers, quality assurance professionals, project managers, distribution managers, and others, and the examples come from industries as diverse as hospitals,

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government, utilities, manufacturing, building trades, and even the ballet. Suitable as a text for both business and engineering curricula at the college level, the book also serves as an ideal resource for professionals in the field who are working on organizational quality improvement.

Effective organizations recognize that the use of Six Sigma and Lean methods can improve and control process performance. This text helps prepare students for jobs in those organizations with examples from all types of industries, including manufacturing, banking, government, hospitals, and logistics.

This direct, straightforward book provides readers with material that focuses on making the theories and principles of total quality practical and useful. It covers all of the elements of total quality, including several that receive little or no attention in other total quality books. Practitioners in a corporate setting will find it a valuable guide in helping them understand and implement total quality. Topics which are covered include Quality and Global Competitiveness, Strategic Management: Planning and Execution, Quality Management and Ethics, and Communication and Interpersonal Relations. For settings in which people want to learn to be effective agents of the total quality approach, or are attempting to implement total quality.

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Effectively Execute Lean Six Sigma Projects using SigmaXL and Minitab Written by a Six Sigma Master Black Belt and a Ph.D., this practical guide to Lean Six Sigma project execution follows the DMAIC (Define, Measure, Analyze, Improve, and Control) roadmap. The many real-world examples used in the book offer in-depth theoretical analyses and are implemented using the two most popular statistical software suites--SigmaXL and Minitab. This expert resource covers Lean topics ranging from basic data analysis to complex design of experiments and statistical process control. Harness the power of SigmaXL and Minitab and enable sustained positive operational results throughout your organization with help from this authoritative guide. Lean Six Sigma Using SigmaXL and Minitab explains how to: Define the project goals, project manager, value statement, stakeholders, and risk Schedule tasks using the Gantt chart, critical path analysis, and program evaluation and review technique Capture the voice of internal and external customers Assess the cost of quality Gather data and measure process performance Perform process capabilities analysis Apply Lean Six Sigma metrics to determine baseline performance Implement analysis techniques such as Pareto analysis, value stream mapping, failure mode and effect analysis (FMEA), and regression analysis Identify constraints via factorial experiments, and implement process improvements Monitor production performance using statistical process control

Completely revised and updated, A First Course in Quality Engineering: Integrating Statistical and Management Methods of Quality, Second Edition contains virtually all the information an engineer needs to function as a quality engineer. The authors not only break things down very simply but also give a full understanding of why each topic covered is essential to learning

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proper quality management. They present the information in a manner that builds a strong foundation in quality management without overwhelming readers. See what's new in the new edition: Reflects changes in the latest revision of the ISO 9000 Standards and the Baldrige Award criteria Includes new mini-projects and examples throughout Incorporates Lean methods for reducing cycle time, increasing throughput, and reducing waste Contains increased coverage of strategic planning This text covers management and statistical methods of quality engineering in an integrative manner, unlike other books on the subject that focus primarily on one of the two areas of quality. The authors illustrate the use of quality methods with examples drawn from their consulting work, using a reader-friendly style that makes the material approachable and encourages self-study. They cover the must-know fundamentals of probability and statistics and make extensive use of computer software to illustrate the use of the computer in solving quality problems. Reorganized to make the book suitable for self study, the second edition discusses how to design Total Quality System that works. With detailed coverage of the management and statistical tools needed to make the system perform well, the book provides a useful reference for professionals who need to implement quality systems in any environment and candidates preparing for the exams to qualify as a certified quality engineer (CQE).

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