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## Making Quality a Global Priority

2006-07

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# Auditing

## Quality Audits for Improved Performance, Third Edition

Dennis R. Arter

This completely updated bestseller offers established techniques and expanded information including a general model for auditing any management system, the system-process-product relationship, auditor competencies and qualifications, audit reports and the role of the auditor after the report, and new material on remedial and corrective action. Quality practitioners, registrars, and those preparing for certification exams will find this book to be an indispensable tool. Examples and checklists throughout the book help make this one of the best single-source reference guides relating to any quality management system, including ISO 9001, GMP, automotive, and others.

2003. 152 pages. ISBN 0-87389-570-3.  
6 x 9 softcover.

Item: **H1180**  
List Price: \$45.00



## Ahora disponible en Español! Auditorías de Calidad para Mejorar la Productividad, Tercera Edición

Dennis R. Arter

2003. 168 pages. ISBN 0-87389-597-5.  
6 x 9 softcover.

Item: **H1193**  
List Price: \$45.00

## After the Quality Audit: Closing the Loop on the Audit Process, Second Edition

J.P. Russell and  
Terry Regel

2000. 256 pages.  
ISBN 0-87389-486-3.  
6 x 9 hardcover.

Item: **H1070**  
List Price: \$50.00



## Internal Quality Auditing

Denis Pronovost

2000. 140 pages.  
ISBN 0-87389-476-6.  
6 x 9 hardcover.

Item: **H1069**  
List Price: \$45.00



## The Process Approach Audit Checklist for Manufacturing

Karen Welch

This manual was developed to assist anyone involved with conducting or planning quality system audits including quality auditors, quality managers, quality system coordinators, management representatives, and quality engineers. *The Process Approach Audit Checklist for Manufacturing* takes the guesswork out of the internal audit process, giving auditors just what they need: a brief overview of the process approach, a discussion of common problem areas, and the process audit checklist with accompanying forms to ensure an effective process audit. Not only does the book put an effective process approach audit within reach, it also provides invaluable preparation for future external audits. This book was created with a focus on the manufacturing sector and its common processes, but can be amended for a service organization as well.

2005. 128 pages.  
ISBN 0-87389-644-0.  
6 x 9 softcover.

Item: **H1244**  
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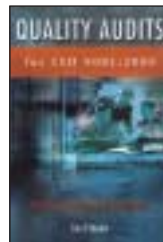
## Quality Audits for ISO 9001:2000: Making Compliance Value-Added

Tim O'Hanlon

This guide can help organizations that are planning for an audit and can serve as a complete guide to help auditors make the audit more than something an organization does for compliance, but instead a part of the process that creates value for the organization. Internal, second, and third party auditors can use the numerous FAQs to prepare for the audit. These will be key in helping you prepare for what to expect and how to get the most out of your audit. Service and manufacturing companies can benefit from this book as its focus is on the audit process rather than the type of business being audited. Case studies include both service and manufacturing examples.

2002. 220 pages. ISBN 0-87389-530-4.  
6 x 9 hardcover.

Item: **H1139**  
List Price: \$54.00



## Process Driven Comprehensive Auditing

Paul C. Palmes

A basic instruction reference for internal auditing, this book is ideal for new internal auditors. The author applies a new approach, or rather a unique method, to internal auditing. Plan, Do, Check, Act (PDCA) analysis is successfully used as the foundation. A basic overview of ISO 9000 and auditing is provided, along with a general explanation of PDCA auditing. Detailed examples of how to apply each phase in the PDCA cycle are shared as well as a discussion around understanding process structure and its link to PDCA. Specific sections within the ISO 9000 standard are reviewed and applied with the PDCA Master Tool, including a guide that illustrates PDCA throughout the standard with a comprehensive case study.

2005. 140 pages. ISBN 0-87389-641-6.  
6 x 9 softcover.

Item: **H1235**  
List Price: \$36.00



## How to Audit the Process-Based QMS

Dennis R. Arter, Charles A. Cianfrani,  
and John E. (Jack) West

This book focuses on auditing as a management process and as a key driver of continual improvement. It contains an overview of process-based internal quality auditing, audit program management, and the process of auditing. It offers specific guidance on the management of an internal audit system and analysis of audit information and results. Included are useful audit forms including a basic audit checklist, an audit planning process form, an audit question form, an audit record form, a corrective action request, and an audit summary report. An extensive appendix offers a list of typical questions for different sector and commodity groups such as medical device, automotive, telecommunications, service providers, laboratories, and more.

2003. 224 pages. ISBN 0-87389-577-0.  
6 x 9 hardcover.

Item: **H1028**  
List Price: \$54.00



## The Internal Auditing Pocket Guide

J.P. Russell

J.P. Russell leads readers through the entire audit process in this easy-to-use pocket guide. From the audit assignment to analyzing results and following up on the action items, this guide summarizes all the steps necessary to complete an internal audit. Throughout this text, numerous charts, graphics, and illustrations are used to demonstrate the audit process. Russell also addresses the ethics of internal audits by referencing the 20 audit principles throughout the text, and differentiates this text from other audit guides by stressing what is important for internal audit behavior and objectives. The condensed format of this book makes it a good tool to use when teaching others how to perform an internal audit and is appropriate for those who have no prior knowledge of audit principles or techniques.

2003. 168 pages. ISBN 0-87389-560-6.  
3½ x 5½ spiralbound.

**Item: H1174**  
**List Price: \$22.00**



## Continual Improvement Assessment Guide: Promoting and Sustaining Business Results

J.P. Russell

This is the first pocket guide of its kind to bring together auditing techniques and guidelines as a structured systematic program for monitoring and promoting continual improvement. Use this guide to develop an assessment tool for your programs that will ensure there is quantifiable and sustainable improvement and identifiable opportunities. A glossary of terms and appendices, including tools such as a continual improvement map for ISO 9001, a continual improvement perception survey, and a ISO 9004 assessment criteria checklist, is helpful in applying the principles outlined in this useful pocket guide.

2004. 210 pages. ISBN 0-87389-614-9.  
3½ x 5½ spiralbound.

**Item: H1218**  
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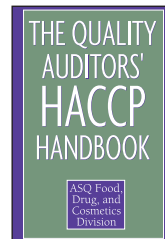
## The Quality Auditors' HACCP Handbook

ASQ Food, Drug, & Cosmetic Division

Focusing on the needs of auditors and those preparing for the CQA-Hazard Analysis and Critical Control Point (HACCP) exam, this handbook is the definitive resource for auditors in the food, drug, and cosmetics industry. Carefully following the CQA-HACCP Body of Knowledge, the book is written by leading quality experts and provides an overview of the history of HACCP as a product safety system and the preliminary steps to creating a HACCP team. The principles of HACCP as a quality system—such as conducting hazard analysis, establishing monitoring procedures, and the implementation and maintenance of the HACCP system—are included. While no text can guarantee passing, this is an ideal guide to review when preparing to take the CQA-HACCP exam.

2002. 258 pages. ISBN 0-87389-496-0.  
7 x 10 hardcover.

**Item: H1078**  
**List Price: \$105.00**



## The Process Auditing Techniques Guide

J.P. Russell

Best-selling author J.P. Russell focuses on the methods and techniques of conducting internal and external process audits in this essential pocket guide. Ideal for individuals with a basic understanding of auditing techniques, it is written for auditors who conduct first, second, and third party audits to any standard or work instruction. Russell stresses that the ISO 9001:2000 quality management system design should be based on defining, linking, sequencing, and measuring processes and uses examples based on ISO 9001:2000 throughout the book for convenience. Also included is information on the FAA, FDA, EPA, and OSHA standards.

2003. 168 pages. ISBN 0-87389-595-9.  
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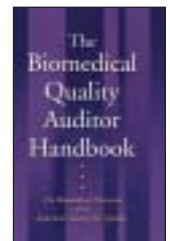
## The Biomedical Quality Auditor Handbook

ASQ Biomedical Division

This handbook is an excellent resource to support the body of knowledge for the Quality Auditor-Biomedical Certification. It serves as a reference to the application of quality auditor principles in the biomedical industry, and includes coverage of medical devices. Content focuses on the understanding of domestic and international concepts and principles of biomedical quality auditing, and includes related regulations, directives, standards, and guidance. A specific listing of each requirement is provided along with observations concerning compliance and adherence to the rules.

2003. 264 pages. ISBN 0-87389-576-2.  
7 x 10 hardcover.

**Item: H1171**  
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# Auditing

## The Management System Auditor's Handbook

Joe Kausek

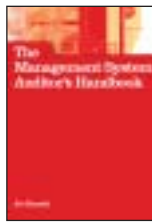
This handbook provides a detailed and structured examination of the audit process, from the why's to the what's and how to's. Extensive focus is provided on auditing for effectiveness, as well as conformance. Unlike other audit books on the market, this handbook seeks to give the auditor sufficient understanding of the intent of auditing and of techniques for auditing to allow the development of an audit program that is uniquely fitted to the auditor's industry, processes, and company culture.

Included in the appendices and on the accompanying CD-ROM are electronic checklists that can be used to plan and guide the auditor in the evaluation of both the conformance and effectiveness of the management system to the corresponding standard's requirements.

2006. 432 pages. ISBN 0-87389-670-X. 7 x 10 hardcover.

Item: **H1267**

List Price: \$95.00



## The TL 9000 Guide for Auditors

Mark Kempf

2001. 144 pages. ISBN 0-87389-510-X. 6 x 9 hardcover.

Item: **H1094**

List Price: \$20.00



# Automotive

## TS 16949: Insights from a Third-Party Auditor With a Process Approach Audit Checklist

Karen Welch

Picking up where others leave off with TS 16949:2002, experienced third-party auditor Karen Welch assumes familiarity with the implementation of the standard. *TS 16949* is dedicated to providing a checklist with the information those preparing for an audit really need to know. Even the novice will be able to frame a comprehensive process audit by providing the baseline questions to be asked while clarifying and confirming compliance with TS 16949. The presentation allows the addition of supplemental questions that pertain to each individual organization. Readers will be able to determine weaknesses in the overall system effectiveness, and identify vulnerable areas where further probing may be required. Audit questions are grouped by process rather than by standard clauses, automatically guiding the auditor to conduct a process approach audit. This book will jump-start the evolving process of an effective process audit questionnaire.

Includes CD-ROM with audit checklist.

2005. 248 pages. ISBN 0-87389-654-8. 6 x 9 softcover.

Item: **H1256**

List Price: \$50.00



## The ASQ Auditing Handbook, Third Edition

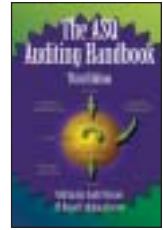
J.P. Russell, editing director

This best-selling book is now revised and fully updated! It encompasses the new body of knowledge and covers nearly every aspect of the audit function. All topics have been reorganized into a more logical pattern and rewritten to promote the common elements of all types of system and process audits, including quality, automotive, environmental, safety, and healthcare. This new edition also contains additional material in the areas of auditor competency, business applications, and improvement tools, as well as new process methods, ISO 19011 guidance, terminology, communication technology, and example forms. Though a valuable resource for studying for the CQA examination, it is also meant to be the single source for auditors, audit managers, audit teams, and quality professionals in the field.

2006. 376 pages. ISBN 0-87389-666-1. 7 x 10 hardcover.

Item: **H1263**

List Price: \$105.00



## Puzzling Auditing Puzzles

J.P. Russell and Janice Russell

2000. 197 pages. ISBN 0-87389-478-2. 7 x 10 softcover.

Item: **H1068**

List Price: \$22.00



## Automotive Internal Auditor Pocket Guide—Process Auditing to ISO/TS 16949:2002

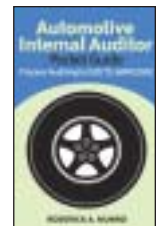
Roderick A. Munro

Through the use of ISO/TS 16949:2002, this book will assist internal auditors with planning and performing process audits in order to become more effective as an auditor and satisfy top management, auditees, and external customers. It includes practical case studies along with the body of knowledge for the ASQ CQIA and CQA certifications, a glossary of terms, and a list of acronyms.

2004. 244 pages. ISBN 0-87389-617-3. 3½ x 5½ spiralbound.

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List Price: \$22.00



## Integrating ISO 9001:2000 with ISO/TS 16949 and AS9100

D. H. Stamatis

Learn how to integrate ISO 9001:2000 with ISO/TS 16949 and AS9100 through this book specifically for the automotive and aerospace industries.

The accompanying CD-ROM includes many resources covering PPAP, APQP, and generic ISO 9001, ISO/TS 16949, and AS9100 checklists and quality manuals.

2004. 424 pages. ISBN 0-87389-628-9. 6 x 9 hardcover.

Item: **H1228**

List Price: \$95.00



## Insights to Performance Excellence 2006: An Inside Look at the 2006 Baldrige Award Criteria

Mark L. Blazey

Examiners of quality systems and leaders of organizations seeking superior performance levels can gain a competitive edge by understanding how the parts of a high-performance management system connect and align. This book provides a step-by-step approach to help identify and put in place properly focused continuous improvement systems. It helps readers identify areas that need immediate improvement, and areas that are less urgent but still vitally linked to organizational and operational excellence.

What separates this book from others on the market is the author's simplification of the 2006 Baldrige Criteria and the application process. Through the use of flowcharts, relationship matrixes, and examples of effective practices to help assess and document continuous improvement efforts, the book will strengthen your understanding of the Baldrige Criteria and provide valuable insights when analyzing your organization. Also includes a bonus CD-ROM with templates to assist in applying for the award.

2006. 400 pages. ISBN 0-87389-685-6. 8½ x 11 softcover.

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## Homeland Security Assessment Manual

Donald C. Fisher

Many organizations have embraced the concept of improving overall performance by using the Baldrige criteria as a benchmark to gauge their strengths and opportunities for improvement, and as a measurement of their overall alignment and integration of key processes. This comprehensive and hands-on manual will help organizations align the Baldrige Award Criteria for Performance Excellence with homeland security issues. These are issues that both public and private organizations must address in order to ensure a safe work environment for both their employees and their customers.

Accompanying CD-ROM includes self-assessment scoring documents and questions to ask that provide valuable insights when analyzing your organization.

2005. 238 pages. ISBN 0-87389-640-8. 8½ x 11 softcover.

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List Price: \$66.00



## Charting Your Course: Lessons Learned During the Journey Toward Performance Excellence

John Conyers and Robert Ewy

The authors share the story of their school district's journey toward continuous improvement as they followed the Baldrige Award criteria. They share both the good and the bad results encountered along the way, allowing the reader to learn from their experiences. The book will help other schools answer the many questions that will inevitably come up as they begin to follow the Baldrige criteria, and will help them avoid making some of the same mistakes.

2004. 174 pages. ISBN 0-87389-607-6. 7 x 10 hardcover.

Item: **H1200**

List Price: \$36.00



## The Principal's Leadership Counts! Launch a Baldrige-Based Quality School

Margaret A. Byrnes with Jeanne C. Baxter

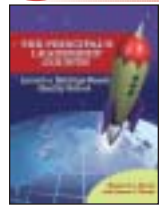
This book is a leadership guide for principals who want to become involved with integrating the Baldrige National Quality Program Criteria into their school's pursuit of performance excellence. It is the leadership companion piece to the first book by the authors, *There is Another Way! Launch a Baldrige-based Quality Classroom*.

This book presents a straightforward way for principals to learn more about Baldrige-based quality, how the school can be linked to the classroom as the necessary cultural shifts take place, and how classroom teachers must be supported in their efforts.

2006. 200 pages. ISBN 0-87389-679-3. 8½ x 11 softcover.

Item: **H1273**

List Price: \$50.00



## There is Another Way! Launch a Baldrige-Based Quality Classroom

Margaret A. Byrnes with Jeanne C. Baxter

This book is filled with real-world case studies that illustrate the application of the Baldrige criteria for classroom improvement. The authors suggest multiple uses for this primer: as an agenda for staff development training, in the classroom as a step-by-step systemic improvement guide, or as an informational reference for board members, parents, and community partners seeking to broaden their understanding of Baldrige in the classroom.

This book offers the most concise presentation of the connection between total quality and its applications in the field of education to date, and introduces many practical, up-to-date total quality tools for educators.

2005. 312 pages. ISBN 0-87389-653-X. 8½ x 11 softcover.

Item: **H1249**

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## From Baldrige to the Bottom Line: A Road Map for Organizational Change and Improvement

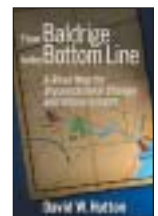
David W. Hutton

This book describes a powerful, proven methodology for driving continuous improvement: the assessment process. This process provides a road map for any organization to use in developing its own high-performance management system. The book addresses the needs of a wide audience—from senior leaders and managers to educators and facilitators in the trenches. *From Baldrige to the Bottom Line* begins with information to help get the process started, and then provides detailed implementation guidance, tools, and techniques.

2000. 319 pages. ISBN 0-87389-473-1. 6 x 9 hardcover.

Item: **H1066**

List Price: \$45.00



# Basic Quality

## WordSuccess: Why and How to Express Yourself to the Good Life

Pete Geissler

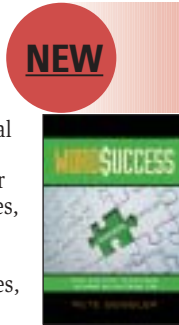
Astute and successful managers everywhere know that being understood is a luxury beyond price; it is a fundamental necessity for their social and financial success, and also the viability of their organizations. This book makes the case for that rare ability to express ideas, thoughts, policies, and directives coherently, clearly, distinctly, and succinctly: articulation. Hear from successful managers how being articulate changed their lives, and learn how you can follow in their footsteps.

Available September 2006.

2007. Approx. 175 pages. ISBN 978-0-87389-699-3. 6 x 9 softcover.

Item: **H1288**

List Price: \$30.00



## Root Cause Analysis: Simplified Tools and Techniques, Second Edition

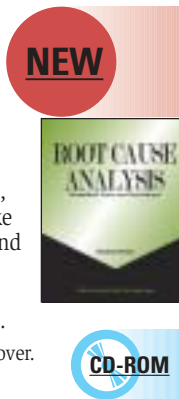
Bjørn Andersen and Tom Fagerhaug

This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you make sure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any industry or market.

2006. 240 pages. ISBN 978-0-87389-692-4. 8 1/2 x 11 softcover.

Item: **H1287**

List Price: \$50.00



## Effective Writing for the Quality Professional: Creating Useful Letters, Reports, and Procedures

Jane Campanizzi

This book demonstrates how to format documents to allow for more effective communication, and provides the structure and content guidelines for writing letters, memos, e-mails, reports, proposals, and recommendations.

2005. 164 pages. ISBN 0-87389-625-4. 3 1/2 x 5 1/2 spiralbound.

Item: **H1213**

List Price: \$22.00



## Principles and Practices of Organizational Performance Excellence

Thomas J. Cartin

Divided into two sections, this book begins with an easy overview of quality fundamentals and productivity, followed by a more detailed explanation of the key quality improvement tools and techniques.

1999. 334 pages. ISBN 0-87389-428-6. 7 x 10 hardcover.

Item: **H0995**

List Price: \$42.00



## The Quality Toolbox, Second Edition

Nancy R. Tague

*The Quality Toolbox* gives quality practitioners a choice of tools for dealing with many different situations that occur on the road to continuous improvement. It includes a variety of matrices and flowcharts, data collection and analysis tools, tools for planning, tools for analyzing processes and discovering root causes, and different forms of brainstorming and other tools for generating, organizing, and evaluating ideas.

In updating this book, Tague has added 34 tools and 18 variations. The "Quality Improvement Stories" chapter has been expanded to include detailed case studies from three Baldrige Award winners. An entirely new chapter, "Mega-Tools: Quality Management Systems," puts the tools into two contexts: the historical evolution of quality improvement and the quality management systems within which the tools are used.

2005. 584 pages. ISBN 0-87389-639-4. 7 x 10 softcover.

Item: **H1224**

List Price: \$60.00



## The Quality Improvement Handbook, Second Edition

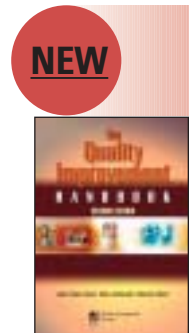
ASQ Quality Management Division and John E. Bauer, Grace L. Duffy, and Russell T. Westcott, editors

This book is for anyone who wants to improve themselves and/or their organization. It is particularly salient for those at the beginning stages of learning about the history, concepts, and tools of quality. In addition, the content of this book is structured to follow the Body of Knowledge (BoK) of ASQ's Certified Quality Improvement Associate (CQIA) certification. While the content coincides with the sequence of the BoK, each chapter stands alone, and the chapters may be read in any order. Where appropriate, supplemental reading suggestions are provided.

2006. 242 pages. ISBN 978-0-87389-690-0. 7 x 10 hardcover.

Item: **H1289**

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## Business Process Improvement Toolbox

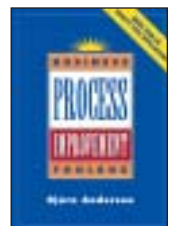
Bjørn Andersen

What distinguishes this book from others that explain individual improvement tools is the sequential organization and the integrated explanation for applying the quality tools. Using an overall process improvement framework the author groups the tools into a total approach, thereby helping you know when to use each tool and for what purpose. Every tool includes an example of its use along with ready-to-use templates for matrices, forms, and charts so you can start using the tools right away. The reader will learn how tools fit together and how they can be used in a coherent process improvement system.

1999. 233 pages. ISBN 0-87389-438-3. 7 x 10 hardcover.

Item: **H1010**

List Price: \$48.00





## Unlocking the Power of Your QMS: Keys to Business Performance Improvement

John E. (Jack) West and Charles A. Cianfrani

This book discusses how to successfully implement an effective QMS by engaging top management, focusing on the customer, embracing the continual improvement process, and changing your thinking on corrective and preventive action, along with the way you audit. Implementing an effective QMS includes methods for self-assessment that show what successes can be traced back to the organization's processes and operations.

2005. 192 pages. ISBN 0-87389-592-4. 6 x 9 softcover.

Item: **H1181**

List Price: \$36.00



## The Quality Improvement Glossary

Don Siebels

This glossary includes a myriad of technical terms and concepts related to quality management principles. Novices, as well as seasoned quality professionals, will find this book to be the definitive guide to quality-related terms, concepts, people, and acronyms. The concise explanations are helpful when preparing for certification exams. This glossary is organized alphabetically and includes references to related concepts making it a quick and easy-to-use reference book that any quality library should have. Also included are: the ASQ Code of Ethics; noted influential persons in the quality field; a separate list of acronyms; and SPC symbols and common formulas.

2004. 370 pages. ISBN 0-87389-619-X. 7 x 10 softcover.

Item: **H1223**

List Price: \$36.00



## Root Cause Analysis: A Tool for Total Quality Management

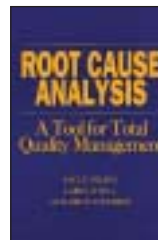
Paul F. Wilson, Larry D. Dell, and Gaylord F. Anderson

This book describes the methods and tools used to develop and implement an effective TQM program. It provides a practical explanation of root cause analysis and discusses the proactive use of analysis techniques for the prediction and prevention of problems. It emphasizes the basic concepts, various analysis techniques, and their common purpose in determining the true cause of problems.

1993. 216 pages. ISBN 0-87389-163-5. 6 x 9 hardcover.

Item: **H0701**

List Price: \$60.00



## Workbook to Accompany Root Cause Analysis

1993. 90 pages. ISBN 0-87389-207-0. 8½ x 11 spiralbound.

Includes case studies.

Item: **H0701A**

List Price: \$25.00

## Quality Essentials: A Reference Guide from A to Z

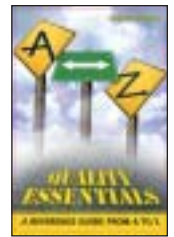
Jack B. ReVelle

This unique book includes a collection of concepts and tools for everyone who cares about continuous improvement. Topics covered range from Six Sigma to total quality management to basic reference information about quality tools and techniques. If you are looking for a quick reference guide with a focus on the philosophies and practices of quality management, this book will surely prove to be an excellent resource. Explanations of key concepts are provided along with examples of tools, tables, charts, maps, and other graphic illustrations to help gain a thorough understanding.

2004. 272 pages. ISBN 0-87389-618-1. 6 x 9 softcover.

Item: **H1216**

List Price: \$32.00



## Quality Problem Solving

Gerald F. Smith

Terrific for all industries, this comprehensive reference book uses numerous case studies and examples to illustrate key concepts for discovering problems and their solutions.

1998. 332 pages. ISBN 0-87389-394-8. 7 x 10 hardcover.

Item: **H0983**

List Price: \$45.00



## Everyday Excellence: Creating a Better Workplace through Attitude, Action, and Appreciation

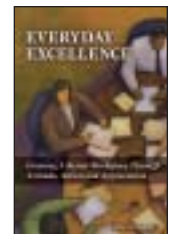
Clive Shearer

This book looks at the core of quality—it looks at people. People either have the right attitude or they don't. They take the right action, or they don't. They appreciate what they receive, or they don't. Author Clive Shearer shows how the opportunities to practice and apply common sense in the workplace occur minute-by-minute, throughout the day. The ideas presented can be applied at your workplace and also in your own life.

2006. 272 pages. ISBN 0-87389-673-4. 6 x 9 softcover.

Item: **H1248**

List Price: \$40.00



## Benchmarking: The Search for Industry Best Practices That Lead to Superior Performance

Robert C. Camp

The book that started it all is still a best seller! This groundbreaking reference is for middle managers in industry, not-for-profit organizations, and government agencies, as well as quality improvement projects.

1989. 299 pages. ISBN 0-52791-635-8. 6 x 9 hardcover.

Item: **H0575**

List Price: \$35.00



# Basic Quality

## Quality Makes Money: How to Involve Every Person on the Payroll in a Complete Quality Process (CQP)

Pat Townsend and  
Joan Gebhardt

This book describes a pragmatic set of steps that make it possible for an organization of any type to engage every person on its payroll in the continual effort to improve everything the company does. The authors' intention is to reenergize the "Quality Revolution" by giving organizations a realistic option for tapping into the talent already on their payrolls. The book presents not only logical theory but also a real-life, full-scale success story as a model. Paying heed to its lessons can enable organizations of all types to improve whatever it is they do and see a positive impact on the bottom line.

2006. 168 pages. ISBN 0-87389-660-2.  
6 x 9 softcover.

Item: **H1241**

List Price: \$28.00



## Quality's Greatest Hits: Classic Wisdom from the Leaders of Quality

Zigmund Bluvband

The quality movement has had numerous leaders, theories, and best practices that have revolutionized the way organizations operate. Often the myriad of information can be confusing and occasionally contradictory to even the most experienced quality manager. Finally the most useful and noteworthy information on quality management has been collected in one convenient, easy-to-use guidebook. This book is a handy, user-friendly guide of the most notable theories, tools, and quotations from quality's biggest names. While not intended to teach these quality fundamentals to the reader, this book is an ideal reference for anyone who has to make presentations, provide quality training, or serve as a mentor, by providing convenient and time-tested information.

2002. 394 pages. ISBN 0-87389-531-2.  
7 x 10 softcover.

Item: **H1131**

List Price: \$36.00



## Fundamental Concepts of Quality Improvement

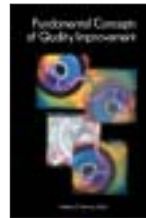
Melissa G. Hartman, editor

Organizations around the world have been using quality concepts and practices to improve performance and increase productivity. Now, as other organizations strive to achieve similar results, they often struggle to understand and implement these quality principles. *Fundamental Concepts of Quality Improvement* provides a thorough overview of the essential quality principles as presented by international quality experts. The book approaches quality improvement from an "industry-neutral" perspective that highlights the similarities in approaches and techniques across a broad range of industries.

2002. 352 pages. ISBN 0-87389-525-8.  
7 x 10 hardcover.

Item: **H1132**

List Price: \$48.00



## Success Through Quality: Support Guide for the Journey to Continuous Improvement

Timothy J. Clark

Ideal for any industry, this book gives a basic introduction to continuous improvement and provides a comprehensive overview of the quality improvement theory, methods, and basic tools. Written in a format to help those with little or no understanding of continuous quality improvement, the author provides basic guidelines that can be immediately applied to improve decision making and problem resolution.

1999. 132 pages. ISBN 0-87389-441-3.  
6 x 9 softcover.

Item: **H1006**

List Price: \$25.00



## Principles of Quality Costs: Principles, Implementation, and Use, Third Edition

ASQ Quality Costs  
Committee, Jack Campanella, editor

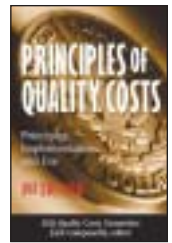
One of Quality Press' best sellers has been revised!

Everything you ever wanted to know about quality costs is presented in this third edition—updated with a focus on both the service and manufacturing industries. *Principles of Quality Costs* includes information on the quality cost systems involved with the education, service, banking, and software development industries (not just manufacturing). You'll find new material on ISO 9000 and QS-9000, cost systems in small businesses, and activity-based costing. Additional information on team-based problem solving, customer satisfaction, and the costs involved with the defense industry are also offered. Specific examples, including a new case on software quality costs, amplify the how-to nature of this book. Tips on educating and presenting cost ideas to management make this an outstanding guide to the principles of quality costs.

1999. 219 pages. ISBN 0-87389-443-X.  
6 x 9 hardcover.

Item: **H1013**

List Price: \$75.00



## 101 Good Ideas: How to Improve Just About Any Process

Karen Bemowski and  
Brad Stratton, editors

Inspired by the overwhelming response to the "One Good Idea" column in *Quality Progress*, ASQ's monthly magazine, the book *101 Good Ideas* was born. This unique resource brings together a distinctive collection of articles that appeared in *Quality Progress* over a 10-year span. Filled with original ideas that turn theories into practice, *101 Good Ideas* is a valuable resource for long-time readers of *Quality Progress* or first-time visitors to the world of improving processes. The editors have thoughtfully arranged this collection in a way that permits the reader immediate access to a process.

1998. 128 pages. ISBN 0-87389-391-3.  
6 x 9 softcover.

Item: **H0986**

List Price: \$25.00

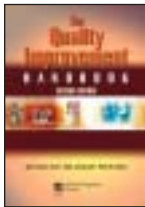
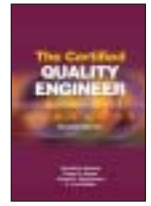
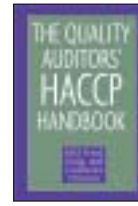
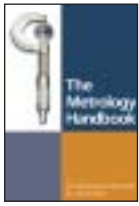


# Certification

## ASQ Certification Exams—Suggested Reference Materials

The ASQ Certification Board does not endorse any one reference source.

These books can help you evaluate and improve your knowledge.



### Certified Calibration Technician

The Metrology Handbook . . . . .	35
Concepts for R&R Studies, 2nd Ed. . . . .	36
Managing the Metrology System, 3rd Ed. . . . .	35
The Desk Reference of Statistical Quality Methods. . . . .	41
The Uncertainty of Measurements. . . . .	34

### Certified Mechanical Inspector

Glossary and Tables for Statistical Quality Control, 4th Ed. . . . .	42
Managing the Metrology System, 3rd Ed. . . . .	35
Supplier Management Handbook, 6th Ed. . . . .	32

### Certified Quality Auditor

The ASQ Auditing Handbook, 3rd Ed. . . . .	4
After the Quality Audit, 2nd Ed. . . . .	2
ISO 9001:2000 Explained, 2nd Ed. . . . .	20
Quality Audits for ISO 9001:2000—Making Compliance Value-Added . . . . .	2
Quality Audits for Improved Performance, 3rd Ed. . . . .	2

### Certified Quality Auditor—Biomedical

The Biomedical Quality Auditor Handbook. . . . .	3
The FDA and Worldwide Quality System Requirements Guidebook for Medical Devices . . . . .	35
The Process Auditing Techniques Guide . . . . .	3
Mastering and Managing the FDA Maze . . . . .	35

### CQA—Hazard Analysis and Critical Control Point (HACCP)

Quality Auditors' HACCP Handbook . . . . .	3
Product Liability Prevention . . . . .	29
After the Quality Audit, 2nd Ed. . . . .	2
Quality Audits for Improved Performance, 3rd Ed. . . . .	2
The Internal Auditing Pocket Guide. . . . .	3

### Certified Quality Engineer

The Certified Quality Engineer Handbook, 2nd Ed. . . . .	17
Glossary and Tables for Statistical Quality Control, 4th Ed. . . . .	42
Managing the Metrology System, 3rd Ed. . . . .	35

### Certified Quality Improvement Associate

The Quality Improvement Handbook, 2nd Ed. . . . .	6
Fundamental Concepts of Quality Improvement . . . . .	8
The Quality Toolbox, 2nd Ed. . . . .	6
The Business Process Improvement Toolbox . . . . .	6
Root Cause Analysis: Simplified Tools and Techniques, 2nd Ed. . . . .	6
Quality Problem Solving. . . . .	7
Quality's Greatest Hits . . . . .	8
Insights to Performance Excellence 2006 . . . . .	5
Principles of Quality Costs, 3rd Ed. . . . .	8
The Certified Manager of Quality/Organizational Excellence Handbook, 3rd Ed . . . . .	32

### Certified Quality Manager

The Certified Manager of Quality/Organizational Excellence Handbook, 3rd Ed. . . . .	32
The Change Agent's Guide to Radical Improvement . . . . .	26
Principles of Quality Costs . . . . .	8
Quality's Greatest Hits . . . . .	8
From Quality to Business Excellence . . . . .	29
Executive Guide to Improvement and Change . . . . .	26

### Certified Reliability Engineer

Failure Mode and Effects Analysis: FMEA from Theory to Execution, 2nd Ed. . . . .	36
Reliability Statistics. . . . .	36
The Uncertainty of Measurements: Physical and Chemical Metrology: Impact and Analysis. . . . .	34

### Certified Six Sigma Black Belt

The Certified Six Sigma Black Belt Handbook . . . . .	40
Customer Centered Six Sigma . . . . .	11
Goldratt's Theory of Constraints . . . . .	29
Six Sigma for the Next Millenium . . . . .	40

### Certified Software Quality Engineer

Fundamental Concepts for the Software Quality Engineer. . . . .	40
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### Certified Quality Technician

The Certified Quality Technician Handbook. . . . .	41
The Certified Quality Engineer Handbook, 2nd Ed. . . . .	17
Glossary and Tables for Statistical Quality Control, 4th Ed. . . . .	42
Managing the Metrology System, 3rd Ed. . . . .	35
Quality Audits for Improved Performance, 3rd Ed. . . . .	2
The Quality Toolbox, 2nd Ed. . . . .	6

# Chemical and Process

## Quality Assurance for the Chemical and Process Industries: A Manual of Good Practices, Second Edition

ASQ Chemical and Process Industries Division,  
Chemical Interest Committee

Because its approach to quality practices is from a process industry viewpoint, this book has been a favorite guide for process engineers, quality professionals, and manufacturing managers, as well as any customers of the chemical and process industries. This improved second edition has been updated to be consistent with the 1994 ANSI/ISO/ASQC Q9000 revisions and explains other developments in quality practice since its original release. Also new to this edition is information on customer service and product performance, technician training, and packaged material distributor requirements.

1999. 68 pages. ISBN 0-87389-439-1. 6 x 9 softcover.

Item: **H1012**  
List Price: \$28.00



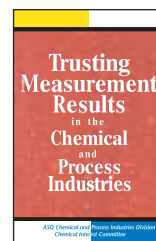
## Trusting Measurement Results in the Chemical and Process Industries

ASQ Chemical and Process Industries Division,  
Chemical Interest Committee

In this age of high technology and computer interaction, the tendency for many people is to accept all reported measurement systems results as trustworthy. Common sense says that while many of the statistics reported are accurate, there are more than a few instances where trusting the numbers is a mistake. Every number reported should raise many questions. This book was written to help answer those questions in a logical and structured manner, and to help avoid any uncertainty and guarantee accurate results.

2001. 118 pages. ISBN 0-87389-503-7. 6 x 9 softcover.

Item: **H1087**  
List Price: \$30.00



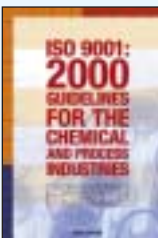
## ISO 9001:2000 Guidelines for the Chemical and Process Industries, Third Edition

ASQ Chemical and Process Industries Division

This easy-to-read third edition reference is updated to reflect the ISO 9000:2000 standard and explains the relationship between ISO 9001 and the chemical and process industries. Industry-specific examples help readers implement the standard in their organizations. The writing team for this addition has nearly 70 years of combined experience in applying the ISO 9000 criteria to the chemical industry. Substantial changes from previous editions of this book and new aspects of the standard are highlighted throughout the text. Readers will also be assisted by discussions of chemical and process industry-specific issues outlining good quality practices for each clause of the standard. With ISO 9001 terminology spelled out in industry-specific terms, this is the only book of its kind available anywhere.

2002. 139 pages. ISBN 0-87389-524-X. 6 x 9 softcover.

Item: **H1126**  
List Price: \$40.00



### Buy This Set of Four Chemical and Process Quality Books and SAVE!

*Set of four books includes H1012, H1126, H1087, and H0908 featured on this page at a reduced price.*

Item: **H1108**  
List Price: \$105.00

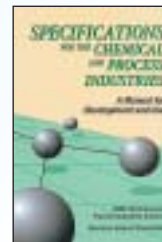
## Specifications for the Chemical and Process Industries: A Manual for Development and Use

The ASQ Chemical and Process Industries  
Division, Chemical Interest Committee

Designed to clarify the interpretations of specifications in the chemical and process industries, this valuable reference can be used to negotiate, operate, and establish specifications. An actual process for setting specifications is outlined that will help alleviate conflicts that occur during the negotiation of specifications. This manual is especially beneficial for all quality, engineering, and manufacturing personnel who need to establish specifications for the chemical and process industries and their suppliers.

1996. 183 pages. ISBN 0-87389-351-4. 6 x 9 softcover.

Item: **H0908**  
List Price: \$35.00



## A Laboratory Quality Handbook of Best Practices and Relevant Regulations

Donald C. Singer, editor

Based on the work of a collection of experts from the laboratory science and quality assurance fields, this book provides all of the information needed to run a successful laboratory in compliance with all relevant regulations. From sample tracking to accurate documentation, training to methods validation, maintenance to calibration, and out-of-specification responses to preparation for audits, a combination of people, instrumentation, and documentation must work in sync for high-quality results. This handbook provides information that will help a laboratory achieve high-quality results and compliance.

2001. 404 pages. ISBN 0-87389-491-X. 7 x 10 hardcover.

Item: **H1076**  
List Price: \$95.00



# Customer Relationship Management

## Managing the Customer Experience: A Measurement-Based Approach

Morris Wilburn

Learn how to collect, analyze, and act on your data to increase loyalty! This book presents a comprehensive picture of the company activities that influence customer loyalty, and discusses how those activities are interrelated in their effect on customer loyalty. In traditional customer loyalty research studies, some of the factors influencing loyalty are often overlooked, such as brand image, the emotions of customers, how those emotions are influenced by direct contact with service employees, and the shopping environment. This book gives in-depth attention to each and also thoroughly describes how the data collected by customer loyalty research can be used to manage customer loyalty.

Available November 2006.

2006. Approximately 150 pages. ISBN 978-0-87389-702-0. 6 x 9 softcover.

Item: **H1292**

List Price: \$45.00

**NEW**



## Competing for Customers and Winning with Value

R. Eric Reidenbach and Reginald W. Goeke

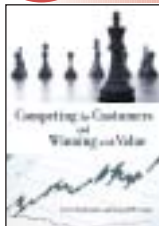
Every business firm seeks to identify and occupy a position that is somehow unique from that of its competitors. Outstanding firms are constantly seeking newer and better ways to differentiate themselves from their competitors and to increase the firm's share of the market, given it is something valued by the market. This book is about *effective* competition for customers. It provides a disciplined, step-by-step process for creating and sustaining a differential advantage that can be deployed throughout the functional and operational areas of an organization. This process is designed to remove the randomness of crafting an effective competitive strategy that will make Six Sigma, lean, or any other initiative even more powerful.

2006. 216 pages. ISBN 0-87389-680-7. 6 x 9 softcover.

Item: **H1274**

List Price: \$45.00

**NEW**



## Customer Satisfaction Research Management

Derek R. Allen

This is the third book in a series by author Derek Allen focusing on customer satisfaction measurement, analysis, and implementation. Allen begins with the assumption that the reader has at least a minimal familiarity with the psychometric aspects of customer satisfaction measurement, statistical analysis, and linkage research that attempts to establish a causal relationship between customer attitudes and business outcomes. He then builds on this base to first discuss the theoretical relationship between customer satisfaction and financial performance, and then to dive deep into specific applications of customer satisfaction programs. Some of the areas covered include dealing with the challenges of conducting global customer satisfaction measurement programs, linking performance metrics to management compensation systems and financial outcomes, and results deployment.

2004. 264 pages. ISBN 0-87389-593-2. 6 x 9 hardcover.

Item: **H1182**

List Price: \$60.00



## Strategic Six Sigma for Champions

R. Eric Reidenbach and Reginald W. Goeke

The fundamental purpose of this book is to provide a guide that Six Sigma champions can follow to make better decisions regarding the purchase and conduct of customer value research. Customer value is a metric that provides the much-needed detailed information regarding how customers *define* value. It also provides Six Sigma practitioners with a comprehensive understanding of value creation and delivery from its point of production to point of consumption. Customer value promises to unleash the total power of Six Sigma, enabling companies to mine even greater marketplace performance from their Six Sigma efforts.

2006. 150 pages. ISBN 0-87389-683-1. 6 x 9 softcover.

Item: **H1275**

List Price: \$40.00

**NEW**



## Customer Centered Six Sigma: Linking Customers, Process Improvement, and Financial Results

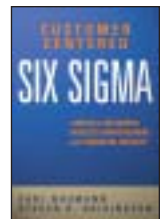
Earl Naumann and Steven H. Hoisington

*Customer Centered Six Sigma* provides readers with a fundamental and comprehensive approach to thoroughly involving customer requirements into all aspects of your organization's business. Providing a basic understanding of the Six Sigma initiative, the book emphasizes the consideration and implementation of customer input throughout the process. The authors present a high-level review of basic Six Sigma tools for gathering customer requirements, conducting customer satisfaction surveys, and managing organizational processes and problems. The entire book discusses the involvement and alignment of the customer with the organization's processes and culture. Each chapter's points are reinforced with case studies that emphasize key lessons learned.

2001. 340 pages. ISBN 0-87389-490-1. 7 x 10 hardcover.

Item: **H1080**

List Price: \$85.00



## Measuring Customer Satisfaction: Survey Design, Use, and Statistical Analysis Methods, Second Edition

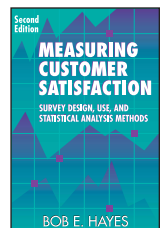
Bob E. Hayes

This revised best seller presents detailed information about how to construct, evaluate, and use customer questionnaires. New to the second edition is a chapter that includes different methods of sampling and determining an appropriate sample size for reliable results. Also added is a chapter devoted to presenting examples on real customer satisfaction measures and how they can be used. Other topics include guidelines for developing questionnaires, scale development, the concept of quality, frequencies, sampling error, and two methods of determining important service or product characteristics as perceived by the customer.

1997. 278 pages. ISBN 0-87389-362-X. 6 x 9 hardcover.

Item: **H0925**

List Price: \$42.00



# Customer Relationship Management

## Customer Satisfaction Measurement Simplified: A Step-by-Step Guide for ISO 9001:2000 Certification

Terry G. Vavra

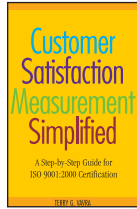
Changes to the ISO 9001:2000 international standards require that organizations must have an effective method of measuring customer satisfaction to achieve ISO certification. *Customer Satisfaction Measurement Simplified* is the first book on the market specifically written to assist in attaining this requirement. Through the use of graphics, charts, real data, and examples drawn from the author's own experiences, this book will guide you through the process of implementing a customer satisfaction measurement process to help your organization obtain ISO 9001 certification.

**Includes CD-ROM with templates.**

2002. 307 pages. ISBN 0-87389-500-2. 6 x 9 hardcover.

**Item: H1090**

**List Price: \$50.00**



## Measuring and Managing Customer Satisfaction: Going for the Gold

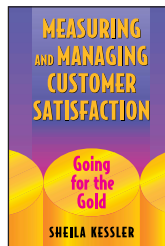
Sheila Kessler

This best-selling book provides a way to design a coordinated, cost-effective, customer-friendly measurement and management system that provides results. The focus is on planning and implementation—two neglected areas of customer satisfaction measurement. Learn how to choose the appropriate tools, such as written surveys, telephone surveys, focus groups, and employee information. Then use these tools to implement a customer satisfaction system worthy of a gold medal!

1996. 228 pages. ISBN 0-87389-364-6. 6 x 9 hardcover.

**Item: H0926**

**List Price: \$35.00**



## Online Customer Care: Strategies for Call Center Excellence

Michael Cusack

A timely and forward-looking resource for any organization attempting to set up a world-class call center, this book provides a detailed introduction to the emerging technologies in customer care. You will learn how process-driven system design, user interaction, content provisioning, and data gathering can help an organization achieve world-class customer care.

Organizations looking for cost-effective ways to service their customers using integrated online solutions will gain much insight from this complete resource. Cusack also provides a high degree of detail and substantial guidance for reengineering a call center. Also included are numerous examples and flowcharts that provide ease of comprehension and application.

**Includes 30 figures and a glossary.**

1998. 265 pages. ISBN 0-87389-383-2. 7 x 10 hardcover.

**Item: H0972**

**List Price: \$50.00**



## The Customer Care and Contact Center Handbook

Garry Schultz

Customer satisfaction is at the heart of nearly every business, and the customer contact center is usually the key to maintaining that satisfaction. At a time in which technological advances, cultural changes, and increasing customer expectations make customer interaction more demanding than ever, the successful performance of a customer call center is vital. *The Customer Care and Contact Center Handbook* was written to help managers create and maintain a world-class customer contact center, incorporating the many methods customers may use to contact a company. This guide is ideal for anyone who wishes to understand the parameters of the creation and maintenance of a world-class customer care center, especially those responsible for the formation or overhaul of a contact center.

2003. 288 pages. ISBN 0-87389-561-4. 6 x 9 hardcover.

**Item: H1172**

**List Price: \$45.00**



## Customer Satisfaction Toolkit for ISO 9001:2000

Sheila Kessler

Customer-driven companies consistently demonstrate much better performance than other companies, showing a higher profit, increased employee growth, and greater returns on assets. In addition to these benefits, companies are now required to have a solid customer satisfaction system in place to achieve ISO 9001:2000 certification. Now this easy-to-use toolkit from best-selling author Sheila Kessler provides basic tools currently being used in customer satisfaction systems, and shows how they can be applied in meeting ISO 9001:2000 requirements.

2003. 88 pages. ISBN 0-87389-559-2. 8 1/2 x 11 spiralbound.

**Item: H1173**

**List Price: \$30.00**



## Creating a Customer-Centered Culture: Leadership in Quality, Innovation, and Speed

Robin L. Lawton

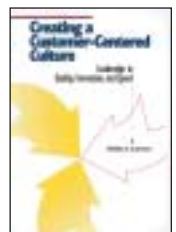
This best-selling book challenges traditional thinking about service and Industrial Age quality management. The author provides a provocative way of achieving leadership in service quality by redefining service as a tangible product. You'll learn how to uncover who your customers really are, what they want, and how to measure the seemingly immeasurable.

**Includes an appendix, a glossary, and more than 75 figures and tables.**

1993. 177 pages. ISBN 0-87389-151-1. 7 x 10 hardcover.

**Item: H0689**

**List Price: \$45.00**



# Customer Relationship Management

## Improving Your Measurement of Customer Satisfaction: A Guide to Creating, Conducting, Analyzing, and Reporting Customer Satisfaction Measurement Programs

Terry G. Vavra

It's important to have a resource that synthesizes many bodies of research about how to obtain and interpret customer satisfaction data. Renowned author Terry Vavra provides the rationale, identifies the opportunities, and suggests specific programs to improve the measurement of customer satisfaction in your organization. Serving as a single reference for customer satisfaction measurement technology, this book describes and teaches the five critical skills that should be part of each of your projects.

1997. 490 pages. ISBN 0-87389-405-7. 6 x 9 hardcover.

Item: **H0922**

List Price: \$45.00



## Advanced QFD Applications

M. Xie, Kay-Chuan Tan, and Thong Ngee Goh

This book focuses on the collection, interpretation, and analysis of the voice of the customer (VOC) and serves as an excellent reference or textbook for learning how to apply quality function deployment (QFD). Following this unique approach for capturing the VOC will ensure your product/service meets their needs. Included is a discussion of recent advances in QFD methodology, methods for strategically analyzing and selecting benchmarks, and examples through case studies.

2003. 216 pages. ISBN 0-87389-586-X. 6 x 9 hardcover.

Item: **H1177**

List Price: \$40.00



## Linking Customer and Employee Satisfaction to the Bottom Line

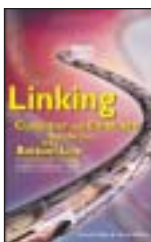
Derek R. Allen and Morris Wilburn

Most organizations recognize the impact that both customer and employee satisfaction have on overall financial performance. Actually acting on that information is the hard part. That is the focus of this book, which concentrates on the relationship between customer satisfaction and tangible business outcomes like market share, revenue, and profitability. Intended for advanced quality service managers and marketing researchers with more than a modest exposure to statistical data analysis, this book provides a comprehensive overview of how these data can be related to critical business outcomes. Perhaps more importantly, researchers with mature customer satisfaction systems may use the techniques described in this book to maximize the value of their existing programs. While no technique or methodology can guarantee a strong link between customer satisfaction and key business outcomes, this book can ensure that appropriate scales, variables, and assumptions are used.

2002. 238 pages. ISBN 0-87389-501-0. 6 x 9 hardcover.

Item: **H1085**

List Price: \$60.00



## Developing New Services: Incorporating the Voice of the Customer Into Strategic Service Development

Caroline Fisher and James T. Schutta

The voice of the customer has long been recognized as an important driver for successful businesses. Likewise, there is a great deal of information on the benefits of quality function deployment and how it can revitalize an organization. But little has been written that connects the two together effectively to create a full understanding and shows a process for effectively integrating the two disciplines. This is the focus of *Developing New Services: Incorporating the Voice of the Customer into Strategic Service Development*. The book focuses on the service industries, providing expert examples from a variety of businesses such as healthcare, government, banking, education, and hospitality. The authors' experience as seasoned consultants and instructors is evident in the many real-world examples, exercises, and figures. This book is ideal for managers who are responsible for developing and improving services, and is also an ideal textbook for management students.

2003. 232 pages. ISBN 0-87389-585-1. 6 x 9 hardcover.

Item: **H1162**

List Price: \$45.00



## Analysis of Customer Satisfaction Data

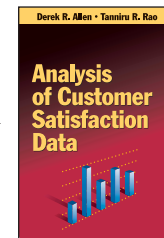
Derek R. Allen and Tanniru R. Rao

With the increasing reality of global competition, it's essential to have a strong understanding of the data surrounding customer satisfaction. *Analysis of Customer Satisfaction Data* provides an in-depth look at customer satisfaction research, including a comprehensive overview of sophisticated techniques, interpretation, and results presentation. The book includes actual industry examples to illustrate how techniques were applied, how the results were interpreted, and how marketing decisions were affected.

2000. 243 pages. ISBN 0-87389-453-7. 6 x 9 hardcover.

Item: **H1022**

List Price: \$60.00



## Quality Problem Solving

Gerald F. Smith

A terrific reference for all industries, this book offers state-of-the-art problem-solving insights and advice for anyone trying to solve complex, real-world problems. This in-depth and extremely comprehensive reference uses numerous case studies and examples to illustrate key concepts so you can easily understand and relate to various kinds of problems and their solutions.

1998. 332 pages. ISBN 0-87389-394-8. 7 x 10 hardcover.

Item: **H0983**

List Price: \$45.00



# Design of Experiments

## An Introduction to Design of Experiments: A Simplified Approach

Larry B. Barrentine

Are you aware of how design of experiments can positively affect your work? Have you been avoiding design of experiments (DOE) due to its mathematical structure? Now there is a tool that explains the basics of DOE with little mathematical know-how while maintaining statistical correctness. By minimizing DOE's mathematics in favor of a logical, structured approach, the author demonstrates that nearly anyone can adapt DOE to their needs.



You'll find yourself working through the book in a step-by-step manner allowing you to immediately apply what you've learned to your own situation. Each procedure is illustrated by an example. Case studies and exercises guide you through the book to help you evaluate your understanding before moving ahead to another section. A glossary of common DOE terms is also included making this one of the most thorough, basic, introductions to this useful tool.

1999. 114 pages. ISBN 0-87389-444-8. 8½ x 11 softcover.

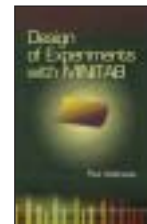
Item: **H1016**

List Price: \$36.00

## Design of Experiments with MINITAB

Paul Mathews

Design of experiments (DOE) is an important tool that allows you to study complex systems and identify variations that could help you recognize problem areas and optimize performance. But DOE is also very complex and difficult to understand. *Design of Experiments with MINITAB* was written to help simplify DOE by explaining the basic DOE designs and methods that are essential for any engineer or scientist, while avoiding many of the more complicated theories into which other books venture. Author Paul Mathews explains how to use DOE by using the popular MINITAB software, which simplifies the process by quickly and easily performing the complex calculations involved. While many books spend a great deal of time explaining these calculations and how they are made, Mathews allows the software to do the calculating and instead focuses on allowing the reader to better understand the software's many features and uses. This makes the book more user-friendly than most DOE books, but still presents enough information for even the seasoned statistician to use as a reference.



2005. 520 pages. ISBN 0-87389-637-8. 7 x 10 hardcover.

Item: **H1233**

List Price: \$100.00



## Education

### Continuous Improvement in the Science Classroom

Jeffrey J. Burgard

By applying the theories of total quality management to education, this book demonstrates how teachers can improve the learning and enthusiasm of their students. The author explains that the classroom must be viewed as part of a system, not as an independent island. Teachers must not only focus on what the students learn while in the classroom, but also manage what they learn before and after they are in the classroom. By using student feedback, both positive and negative, teachers can get information needed to improve the classroom, from week to week, month to month, and year to year. Future students will benefit from suggestions made by previous students, teachers, and parents.



2000. 176 pages. ISBN 0-87389-434-0. 8½ x 11 softcover.

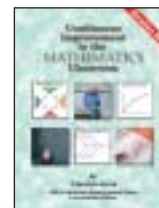
Item: **H1000**

List Price: \$35.00

### Continuous Improvement in the Mathematics Classroom

Carolyn Ayres

Students will perform better if they are actively involved in the learning process. This philosophy is at the center of *Continuous Improvement in the Mathematics Classroom*. The many examples, case histories, and stories enrich the text and provide an invaluable link between the information presented and the classroom. The author has gathered many helpful tips, exercises, and activities designed specifically for math teachers.



2000. 195 pages. ISBN 0-87389-432-4. 8½ x 11 softcover.

Item: **H0999**

List Price: \$35.00

Improve quality in the classroom with our continuous improvement series

### Continuous Improvement in the Primary Classroom: Language Arts

Karen R. Fauss

Through the use of quality tools, students become more involved in the process of bringing about improvements in the classroom, which leads to increased levels of enthusiasm and higher learning. This book focuses its attention on writing and spelling activities and includes the use of specific case histories, illustrations, and student work histories to show ways to use creative spelling instruction and inspire more enjoyable writing experiences.



2000. 176 pages. ISBN 0-87389-429-4. 8½ x 11 softcover.

Item: **H0979**

List Price: \$35.00

### Continuous Improvement in the History and Social Science Classroom

Shelly C. Carson

Divided into two sections, this book first introduces the tools and philosophies used throughout the text; section two offers practical suggestions for using these tools and philosophies. Featuring many examples, stories, and exercises, this book is ideal for any teacher, particularly those in junior high or teaching history or social studies.



2000. 127 pages. ISBN 0-87389-433-2. 8½ x 11 softcover.

Item: **H0997**

List Price: \$35.00



## Smart Teaching: Using Brain Research and Data to Continuously Improve Learning

Ronald J. Fitzgerald

*Smart Teaching: Using Brain Research and Data to Continuously Improve Learning* can help any educator grow and expand a system that will make teaching more effective and more fun. By understanding the different ways in which students' brains learn, and maintaining carefully recorded data of efforts, teachers can effectively teach students in the way most befitting their personal needs, which will result in demonstrated improvement and higher test scores. The very simple system components of this book are derived from many resources—neuroscience, cognitive research projects, and observation of practice and results in K-12 and adult classrooms. This user-friendly guidebook contains many charts and diagrams to effectively convey the information in an easy-to-use format. The result is a tested and successful teaching system presented in a convenient yet powerful guide that will lead educators to bring about improvement.

2006. 152 pages. ISBN 0-87389-661-0. 8½ x 11 softcover.

Item: **H1258**

List Price: \$50.00



## Quality Across the Curriculum: Integrating Quality Tools and PDSA with Standards

Jay Marino and Ann Haggerty Raines, editors

Designed for the new K-5 classroom, this is an important text for continuous improvement in elementary education. Teachers using the book can begin using quality tools and methods in their classroom within minutes. Schools and districts dedicated to the quality process can use this one-of-a-kind publication throughout the school year and in every grade to complement math, science, social studies, and language arts curriculums while aligning to state standards.

(Lesson plans contributed by teachers from Rock Island School District, Rock Island, IL, included on CD-ROM.)

2004. 400 pages. ISBN 0-87389-599-1. 8½ x 11 softcover.

Item: **K0777A**

List Price: \$40.00



## Thinking Tools for Kids: An Activity Book for Classroom Learning

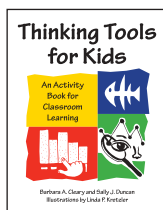
Barbara A. Cleary and Sally J. Duncan

*Thinking Tools for Kids* describes everyday challenges grade school kids encounter that can be solved by a variety of quality tools. The many illustrations aid in the students' understanding of the tools they are using, while the helpful glossary aids the parents and teachers.

1999. 166 pages. ISBN 0-87389-450-2. 8½ x 11 softcover.

Item: **H1021**

List Price: \$35.00



## The Principal's Leadership Counts! Launch a Baldrige-Based Quality School

Margaret A. Byrnes with Jeanne C. Baxter

This book is a leadership guide for principals who want to become involved with integrating the Baldrige National Quality Program Criteria into their school's pursuit of performance excellence. It is the leadership companion piece to the first book by the authors, *There is Another Way! Launch a Baldrige-based Quality Classroom*.

This book presents a straightforward way for principals to learn more about Baldrige-based quality, how the school can be linked to the classroom as the necessary cultural shifts take place, and how classroom teachers must be supported in their efforts.

2006. 200 pages. ISBN 0-87389-679-3. 8½ x 11 softcover.

Item: **H1273**

List Price: \$50.00

**NEW**



## There Is Another Way! Launch a Baldrige-Based Quality Classroom

Margaret A. Byrnes with Jeanne C. Baxter

Warning: This is a primer designed for doers, a roadmap for action, not contemplation! It is filled with real-world case studies that illustrate the application of the Baldrige criteria for classroom improvement. The authors suggest multiple uses for this primer: as an agenda for staff development training, in the classroom as a step-by-step systemic improvement guide, or as an informational reference for board members, parents, and community partners seeking to broaden their understanding of Baldrige in the classroom.

2005. 312 pages. ISBN 0-87389-653-X. 8½ x 11 softcover.

Item: **H1249**

List Price: \$45.00



## Boot Camp for Leaders in K-12 Education: Basic Training

Lee Jenkins and Lloyd O. Roettger

A major reason for failure is that leaders spend far too much time on people problems and far too little time improving the system. *Boot Camp for Leaders in K-12 Education* is based on W. Edwards Deming's premise that approximately 95 percent of employees are well-intentioned, and that it is organizational operations that greatly hamper their performance. This book is about what leaders in education can do to improve the system in which they work. It succinctly describes what it takes for those leaders to build a smooth-running organization so all can achieve their potential.

This book's unique structure includes references, implementation steps, tools, and education-specific examples.

2006. Approximately 125 pages. ISBN 0-87389-681-5. 6 x 9 softcover.

Item: **H1276**

List Price: \$33.00

**NEW**



# Education

## Successful Applications of Quality Systems in K-12 Schools

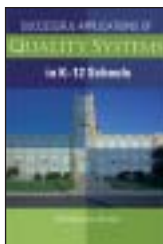
ASQ Education Division

Many educational organizations have seen dramatic improvements in overall performance through the use of quality management principles; however, many more are hesitant to use these atypical methods without proof of their effectiveness. This book is a collaboration of a variety of educational experts, each demonstrating the remarkable successes they have seen by implementing quality principles in their schools and school districts. The data and information presented in this book will provide K-12 administrators with results and benefits of establishing quality management systems in their schools, and demonstrate why more schools should adapt these practices.

2003. 176 pages. ISBN 0-87389-565-7.  
6 x 9 softcover.

Item: **H1167**

List Price: \$35.00



## School Self-Assessment Guide for Performance Excellence

ASQ Koalaty Kid

This invaluable, newly revised, self-assessment guide for educators is dedicated to continuous improvement through the use of the Baldrige criteria. This simple, easy-to-use guide includes school profile form, self-assessment instrument, self-assessment summary, and evaluation form.

2003. 92 pages. 9 x 12 three-ring binder.

Item: **K0770A**

List Price: \$40.00



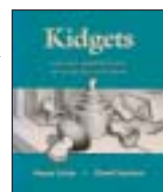
## Kidgets: And Other Insightful Stories About Quality in Education

Maury Cotter and Daniel Seymour

1993. 154 pages.  
ISBN 0-87389-248-8.  
7 x 10 softcover.

Item: **H0795**

List Price: \$18.75



## Improving Student Learning: Applying Deming's Quality Principles in Classrooms, Second Edition

Lee Jenkins

Since 1996, Lee Jenkins' *Improving Student Learning* has led the way in teaching educators how to improve performance through the use of quality principles. Now Jenkins has updated his best seller, adding more examples and simplifying the content to make it easier for anyone to implement the concepts.

The second edition draws from his experience with many more examples for every level, from pre-school through graduate school, covering a wide variety of subjects. Teachers will find many examples of how other teachers have successfully used these concepts in their classrooms, and administrators will see how school-wide and district-wide implementations are being conducted.

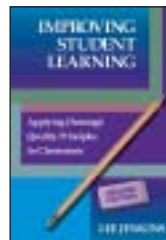
Includes CD-ROM with templates.



2003. 328 pages.  
ISBN 0-87389-569-X. 6 x 9 hardcover.

Item: **H1152**

List Price: \$55.00



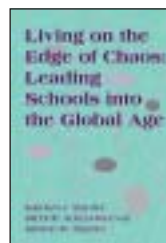
## Living on the Edge of Chaos: Leading Schools into the Global Age

Karolyn J. Snyder, Michele Acker-Hocevar, Kristen M. Snyder

2000. 367 pages.  
ISBN 0-87389-459-6.  
6 x 9 hardcover.

Item: **H1035**

List Price: \$40.00



## Futuring Tools for Strategic Quality Planning in Education

William F. Alexander and Richard W. Serfass

1999. 179 pages.  
ISBN 0-87389-442-1.  
6 x 9 hardcover.

Item: **H1008**

List Price: \$30.00



## Permission to Forget: And Nine Other Root Causes of America's Frustration with Education

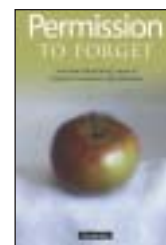
Lee Jenkins

All organizations experience problems. When a successful organization experiences a problem, it will use root-cause analysis to determine why the problem happened, and identify the steps needed to correct and ultimately prevent it from happening again. But within the American education system, the prevailing attitude is to say "that's just how the system works," or to place general blame on the bureaucrats in Washington and the state capitol. Many people see that the system is wrong, but few people are asking the right questions to figure out why. In *Permission to Forget*, Jenkins identifies 10 critical root-cause problems that are affecting the American education system and offers concise solutions to help change these problems. This book is the companion for Jenkins' best-selling guide, *Improving Student Learning*, which provides in-depth answers to these 10 problems.

2004. 176 pages. ISBN 0-87389-632-7.  
6 x 9 softcover.

Item: **H1225**

List Price: \$38.00



## Tools and Techniques to Inspire Classroom Learning

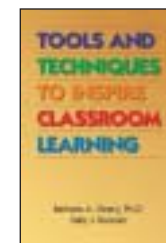
Barbara A. Cleary and Sally J. Duncan

Using actual classroom examples, this book demonstrates the many ways educators can utilize a variety of quality tools and techniques to advance learning in their K-12 classrooms. Each chapter introduces a new tool and includes examples of how students and teachers have used these tools to inspire their learning while improving processes. Written by two teachers, the classroom examples show how specific problem-solving, planning, or improvement tools can help students learn.

1997. 161 pages. ISBN 0-87389-411-1.  
7 x 10 hardcover.

Item: **H0952**

List Price: \$32.00



## The Certified Quality Engineer Handbook, Second Edition

Donald W. Benbow, Roger W. Berger, Ahmad K. Elshennawy, and H. Fred Walker

**NEW**

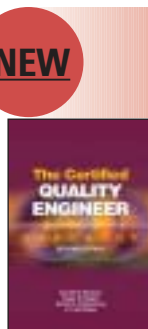
This comprehensive, all-in-one resource focuses on the updated Body of Knowledge for the ASQ Certified Quality Engineer. Every quality engineering concept and technique is covered, including management and leadership, quality systems development and implementation, and reliability and risk management. A supplemental CD-ROM includes a simulated exam and a sample exam, with answers included for both.

**Available October 2006.**

2007. Approximately 600 pages.  
ISBN 978-0-87389-700-6.  
7 x 10 hardcover.

**Item: H1291**

**List Price: \$105**



## Computer-Based Robust Engineering: Essentials for Design for Six Sigma

Genichi Taguchi, Rajesh Jugulum, and Shin Taguchi

This book blazes a new trail in that it fully describes the use of robust engineering methods in computer applications, particularly in Design for Six Sigma activities in all areas that include software and information technology.

The book is divided into three sections, each containing theory and case studies. The first section covers simulation-based robust engineering. Computer simulations are rapidly replacing hardware experiments, and they must be optimized for robustness by applying the appropriate signals, output response, and noise strategy. The second section focuses on software testing and software algorithm optimization. The third section provides a discussion on design of information systems using Mahalanobis-Taguchi strategy (MTS), a data analytic method that greatly improves a decision-maker's ability to make judicious decisions.

2005. 240 pages. ISBN 0-87389-622-X.  
6 x 9 hardcover.

**Item: H1201**

**List Price: \$55.00**



## Statistical Engineering: An Algorithm for Reducing Variation in Manufacturing Processes

Stefan H. Steiner and R. Jock MacKay

Reducing variation can simultaneously reduce overall cost, improve function, and increase customer satisfaction with a product. This book is an effective, low-cost strategy for finding a dominant cause of variation based on the method of elimination, a proven search method based on available observational data. The authors discuss in detail a framework for planning and analyzing empirical investigations, known by its acronym QPDAC (Question, Plan, Data, Analysis, Conclusion). They classify all effective ways to reduce variation into seven approaches.

The variation reduction algorithm presented is not meant to replace global improvement systems such as Six Sigma. It is narrowly focused on process improvement of high-volume manufacturing processes. A unique aspect of the resulting algorithm forces early consideration of the feasibility of implementing each of the approaches.

2005. 360 pages. ISBN 0-87389-646-7.  
7 x 10 hardcover.

**Item: H1212**

**List Price: \$134.00**



## Nan: A Six Sigma Mystery

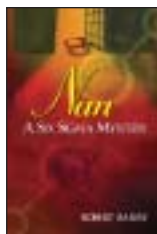
Robert Barry

This engaging and easy-to-read book explains how Six Sigma can be used to improve performance and eliminate costly errors. It is cleverly written as a mystery novel set in a hospital, where the main character, Nan, uses her Six Sigma skills to sleuth and find the cause of a series of recent deaths. Readers will see the value and power of using Six Sigma, while being entertained and intrigued by the well-written mystery. This book is particularly beneficial to healthcare workers who will appreciate firsthand the obstacles Nan is struggling to overcome, but is also valuable to anyone who needs to eliminate wasteful errors in the workplace. An ideal book for those just learning Six Sigma or for corporate training, *Nan* is also a great read for executives looking for more examples of how to implement Six Sigma in their own organizations.

2004. 288 pages. ISBN 0-87389-612-2. 6 x 9 softcover.

**Item: H1209**

**List Price: \$30.00**



## Nan's Arsonist: A Six Sigma Mystery

Robert Barry

In this second book in the series, the main character, Nan, finds herself investigating a deadly fire. As she uses her Six Sigma skills to try to crack the case, the reader learns the many ways to apply Six Sigma methodology to help solve problems. Like the first book in the series, *Nan* (item H1209), this book takes place in a hospital setting, making it especially relevant to the healthcare industry. A truly easy-to-read and entertaining book, *Nan's Arsonist* is both fun and informative, and is a great way to introduce or give a better understanding of Six Sigma to anyone.

2004. 320 pages. ISBN 0-87389-626-2. 6 x 9 softcover.

**Item: H1210**

**List Price: \$30.00**



# Healthcare

## A Guide to Becoming a Lean Hospital

Thomas G. Zidel

The need for change in healthcare has never been more apparent. It is the country's largest industry and poised for even greater growth as baby boomers age, but external influences are making it more and more difficult for hospitals to prosper. This manual for implementing lean tools and principles in a healthcare environment can help.

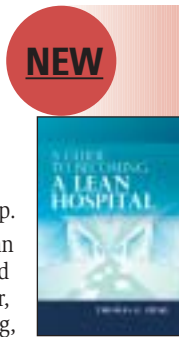
Lean is a growth strategy, a survival strategy, and an improvement strategy. The goal of lean is, first and foremost, to provide value to the patient/customer, and in so doing eliminate the delays, overcrowding, and frustration associated with the existing care delivery system. Lean creates a better working environment where what is supposed to happen *does* happen—on time, every time. It allows clinicians to spend more of their time caring for patients and improves the quality of care these patients receive. A lean organization values its employees and encourages their involvement in organizational initiatives, which, in turn, sustains hospital-wide quality improvements.

Available October 2006.

2007. Approximately 200 pages. ISBN 978-0-87389-701-3. 6 x 9 hardcover.

Item: **H1295**

List Price: \$65.00



## Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications

Raymond G. Carey and Robert C. Lloyd

This groundbreaking book addresses the critical, growing need among healthcare administrators and practitioners to measure the effectiveness of quality improvement efforts. Written by respected healthcare quality professionals, *Measuring Quality Improvement in Healthcare* covers practical applications of the tools and techniques of statistical process control (including control charts), in healthcare settings. The authors' straightforward discussions of data collection, variation, and process improvement set the context for incorporating "the voice of the customer" as a key element driving the improvement process and its outcomes.

1995. 194 pages. ISBN 0-527-76293-8. 6 x 9 softcover.

Item: **H1091**

List Price: \$42.00



## Accountability Through Measurement: A Global Healthcare Imperative

Vahé A. Kazandjian

This book looks at the need for healthcare organizations to become more accountable for their performance. At the heart of this is the need for a greater degree of disclosure, which in turn requires rigorous methods of measurement. This book places the requirement of disclosure at the center of the accountability mandate and presents concrete ways in which performance can be measured, analyzed, communicated, and used toward performance improvement.

2003. 374 pages. ISBN 0-87389-567-3. 6 x 9 hardcover.

Item: **H1133**

List Price: \$45.00



## Stop Rising Healthcare Costs Using Toyota Lean Production Methods: 38 Steps for Improvement

Robert Chalice

What differentiates this book from other healthcare improvement books is that it is the only one currently available that presents a simple recipe of 38 lean steps for healthcare providers to reduce cost and improve quality. By taking these straightforward steps, healthcare providers can adopt the same lean methods that have enabled companies like Toyota to become so successful. The reader will learn to: understand and implement a 38-step recipe to reduce healthcare costs and improve quality at healthcare providers by using Toyota Lean Production methods; understand cost and quality issues facing healthcare in the United States; and implement a permanent organizational structure to continuously improve quality and cost within a healthcare organization.

2005. 290 pages. ISBN 0-87389-657-2. 6 x 9 softcover.

Item: **H1255**

List Price: \$32.00



## Lean-Six Sigma for Healthcare: A Senior Leader Guide to Improving Cost and Throughput

Chip Caldwell, James Brexler, and Tom Gillem

This book explains the powerful techniques of Lean-Six Sigma specifically for healthcare organizations, focusing on the executive level. The authors target this vital work directly to those ultimately responsible for their institution's success or failure, the highest level of executive leaders. The authors provide the insights these system-level thinkers really need in order to transform their organizations.

Each chapter concludes with checklists and tools, hyperlinks to Internet-based resources, references for further reading, and suggested questions for short sessions to hardwire the lessons learned. *Lean-Six Sigma for Healthcare* will take leaders down a different path in the exploration and implementation of methods that drive quantum improvement, and this book will serve as the guide.

Includes CD-ROM with tools and templates.

2005. 224 pages. ISBN 0-87389-647-5. 6 x 9 hardcover.

Item: **H1250**

List Price: \$65.00



## ISO 9001:2000—A New Paradigm for Healthcare

Bryce E. Carson, Sr.

This hands-on book details the information needed for the certification survey. Other topics covered are the eight keys to implementing a sustainable quality management system and a detailed analysis of how the ISO 9001:2000 standard can be applied to a healthcare organization. A self-assessment template is included to assist organizations in evaluating their degree of readiness for meeting the requirements. ISO 9001:2000 implementation guidelines are located throughout the book to assist the organization in meeting the requirements.

2004. 208 pages. ISBN 0-87389-608-4. 7 x 10 softcover.

Item: **H1195**

List Price: \$48.00



## Improving Healthcare with Control Charts: Basic and Advanced SPC Methods and Case Studies

Raymond G. Carey

Raymond Carey, in his latest book, *Improving Healthcare with Control Charts*, helps to explain the need for and use of SPC in healthcare. Carey expands on his previous best-selling book by providing more in-depth information on problems commonly experienced in constructing and analyzing control charts. He also presents many new case studies, applying advanced methods and theory to real-life healthcare situations.

2003. 223 pages. ISBN 0-87389-562-2. 6 x 9 hardcover.

Item: **H1165**

List Price: \$52.00



## How to Use Control Charts for Healthcare

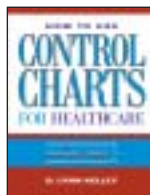
D. Lynn Kelley

Author Lynn Kelley presents an array of quality tools for the healthcare professional, emphasizing the use of control charts. The book provides a link between these tools and the accreditation standards relating to performance improvement as set by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Kelley provides a complete how-to reference guide for control charts, with easy-to-understand instructions, examples, and extensive graphics.

1999. 196 pages. ISBN 0-87389-452-9. 8½ x 11 softcover.

Item: **H1019**

List Price: \$46.00



## The Manager's Guide to Six Sigma in Healthcare: Practical Tips and Tools for Improvement

Robert Barry and Amy C. Smith

This book synthesizes the key elements of Six Sigma and translates them to implementation in the hospital setting, providing the long-awaited "cross-walk" of typical hospital procedures to Six Sigma concepts. Authors Barry and Smith explore how Six Sigma reinforces current developments in healthcare management including evidence-based medicine, service line management, and magnet nursing, and helps managers apply techniques to identify and reduce *controllable* variability.

The authors offer a frank appraisal of what it will take for executives in healthcare to bring their facility to Six Sigma level. They include a plethora of useful suggestions, tips, and techniques on how to relate Six Sigma to a typical hospital, and clearly explain the important role of senior executives in integrating the commitment to Six Sigma into daily operations. This book is written in easy-to-understand, plain language, where new terms are simply explained. The concise newspaper-headline format is targeted primarily at time-pressed executives, making it a superb reference for those who coordinate hospital-wide functions to comply with the requirements of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) as well.

2005. 272 pages. ISBN 0-87389-651-3. 6 x 9 softcover.

Item: **H1243**

List Price: \$45.00



# ISO 9000

## A Practical Field Guide for AS9100:2004

Erik V. Myhrberg and Dawn H. Crabtree

This field guide assists organizations in implementing a QMS in conformance with AS9100:2004, whether "from scratch" or by transitioning from ISO 9001/2:1994. It examines each sub-clause of Sections 4-8 of AS9100:2004. Readers will find practical tools, tips, and techniques useful for implementing and maintaining an AS9100 Quality Management System. The guide creates an inner-reliance between senior management, middle management, functional teams, and the individual.

What separates this field guide from other books on AS9100:2004 are its flowcharts showing the steps to be taken in implementing a QMS to meet a sub-clause's requirements. The authors provide clear direction on how to ingrain process control into a business utilizing the AS9100 system. The goal is for processes to turn out conforming aerospace parts on time every time and at a competitive cost.

2006. 150 pages. ISBN 0-87389-682-3. 7 x 10 softcover.

Item: **H1278**

List Price: \$60.00



## Cracking the Case of ISO 9001:2000 for Manufacturing

Charles A. Cianfrani and John E. (Jack) West

In this handy pocket guide you will find the important questions to ask during the compliance process, as well as the tools and resources that can make ISO 9001 seem less like a mystery. This pocket guide was written to help individuals at the operational level who either have to comply with ISO requirements or who are developing processes that need to be implemented and followed.

2003. 224 pages. ISBN 0-87389-553-3. 3½ x 5½ spiralbound.

Item: **H1027**

List Price: \$22.00



## Cracking the Case of ISO 9001:2000 for Service

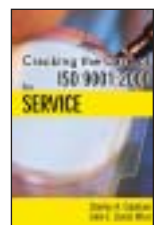
Charles A. Cianfrani and John E. (Jack) West

*Cracking the Case of ISO 9001:2000 for Service* was written to help individual practitioners at the operational level who either have to comply with ISO requirements or who are developing processes that need to be implemented and followed in a service organization.

2003. 224 pages. ISBN 0-87389-554-1. 3½ x 5½ spiralbound.

Item: **H1157**

List Price: \$22.00



# ISO 9000

## The ASQ ISO 9000:2000 Handbook

Charles A. Cianfrani,  
Joseph J. Tsiakals, and  
John E. (Jack) West

This handbook is a collaborative effort written by more than 30 experts in the field. It features more than 60 chapters, all written to reflect the ISO 9000:2000 revisions. To help you achieve in-depth comprehension of the standards, all of the ANSI/ISO/ASQ Q9000-2000 Standards are on the CD-ROM that comes with the book. This book also includes the TC176-authored introduction and support package and the 11462-1 standard, "Guidelines for Implementation of Statistical Process Control." In addition, an in-depth glossary provides thorough explanations of the terms, concepts, and management principles that are crucial to a complete understanding of an ISO 9000 quality management system.



**CD-ROM requires Adobe Acrobat and an Internet browser for operation.**



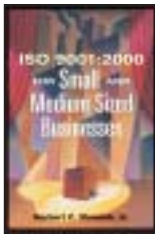
2002. 936 pages.  
ISBN 0-87389-522-3. 7 x 10 hardcover.

Item: **H1029**  
List Price: \$150.00

## ISO 9001:2000 for Small and Medium Sized Businesses

Herbert C. Monnich, Jr.

Author Herbert C. Monnich, Jr., takes readers into a seldom discussed but important area of the ISO 9000 standards—applying them to small and medium sized businesses. Geared toward those with little or no ISO 9000 experience, the book teaches you how the newly revised standards can be effectively implemented and maintained in your organization without spending large sums of money or increasing staff. The author reviews and explains the ISO 9000 series of standards and shows how quality tools and techniques can be used to implement the requirements. As Monnich guides readers through each clause, he includes techniques to simplify compliance for small and medium sized organizations.



2002. 168 pages. ISBN 0-87389-515-0.  
6 x 9 softcover.

Item: **H1079**  
List Price: \$45.00

## ISO 9001:2000: A Practical Quality Manual Explained

Kevin R. Grimes

While many books on ISO 9001:2000 explain what each clause of the new standard means, this book focuses on the quality manual itself. This specialized guide shows you what content is required in a quality manual and helps you determine how to include it in a manner that is helpful and appropriate for your organization. Written in plain, easy-to-understand language aimed at professionals who are at the beginning or intermediate stage of the ISO 9001:2000 journey, the book gives you the skills to write an ISO 9001-compliant manual and keep it consistently updated by providing a framework for addressing instances of nonconformance and ensuring that they are dealt with correctly.

2003. 296 pages. ISBN 0-87389-555-X.  
7 x 10 hardcover.

Item: **H1160**  
List Price: \$55.00



## ISO Lesson Guide 2000: Pocket Guide to Q9001-2000, Second Edition

Dennis R. Arter and  
J.P. Russell

The *ISO Lesson Guide 2000* discusses quality, its measurable characteristics, and the role of customer requirements in all quality management systems.

2001. 72 pages. ISBN 0-87389-506-1.  
3½ x 5½ softcover.

Item: **H1102**  
List Price: \$22.00



**Ahora disponible en Español!**

## ISO Lección Guía 2000: Guía de Bolsillo para Q9001-2000, Segunda Edición

Dennis R. Arter and  
J.P. Russell

2003. 70 pages.  
ISBN 0-87389-596-7.  
3½ x 5½ spiralbound.

Item: **H1192**  
List Price: \$22.00



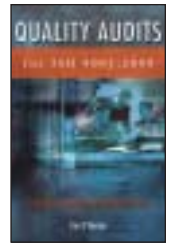
## Quality Audits for ISO 9001:2000—Making Compliance Value-Added

Tim O'Hanlon

Tim O'Hanlon goes in depth into auditing to the ISO 9001:2000 standard with the new *Quality Audits for ISO 9001:2000: Making Compliance Value-Added*. This guide can help organizations that are planning for an audit and serve as a complete guide to help auditors make the audit more than something an organization does for compliance, but instead a part of the process that creates value for the organization. Internal, second-, and third-party auditors can use the numerous frequently asked questions to prepare for the audit. Service and manufacturing companies can benefit from this book as its focus is on the audit process rather than the type of business being audited, and case studies include both service and manufacturing examples.

2002. 220 pages. ISBN 0-87389-530-4.  
6 x 9 hardcover.

Item: **H1139**  
List Price: \$54.00



## The Essential Guide to ISO 9000:2000

### ISO 9001:2000 Explained, Second Edition

Charles A. Cianfrani,  
Joseph J. Tsiakals, and  
John E. (Jack) West

The ISO 9000:2000 family of quality management system standards has been updated to reflect a more modern understanding of quality. This book was written by those who helped develop the new standard and includes the exact text of the ISO 9001:2000 standard. It's the perfect office companion that will help clarify the changes in presentation, terminology, format, and requirements for quality professionals in any industry. Help prepare for your organization's certification to the standard with this invaluable guide.

2001. 216 pages. ISBN 0-87389-508-8.  
6 x 9 hardcover.

Item: **H1104**  
List Price: \$80.00



## The ISO 9001:2000 Auditor's Companion

Kent A. Keeney

*The ISO 9001:2000 Auditor's Companion* is designed to help you perform more effective audits and save valuable time when updating to the new ISO 9000:2000 standards. This unique book serves as an invaluable tool by comparing the ISO 9001:2000 standard with the 1994 version, using strikeout text and shading to represent the additions and changes. Guidance notes, commentary, and checklist items have been carefully prepared to further assist you in preparing for the review. Easily adapted for use with ANSI/ISO/ASQ Q9004:2000, this book can be used in conjunction with *The ISO 9001:2000 Audit Kit* (Item H1096) as a way to further streamline the audit process.



2002. 79 pages. ISBN 0-87389-494-4.  
8½ x 11 softcover.

Item: **H1095**  
List Price: \$48.00

## The ISO 9001:2000 Audit Kit

Kent A. Keeney

This package of audit forms is a user-friendly toolkit for conducting internal ISO 9001:2000 audits. Audit program managers, administrators, or anyone charged with scheduling, tracking, and following internal audits should use this kit as an aid in simplifying the program. Thoroughly revised to the ISO 9001:2000 standard, *The ISO 9001:2000 Audit Kit* is designed for one complete audit and contains audit packets and full instructions that pave the way to a streamlined ISO 9001:2000 internal audit.



2002. 404 pages. ISBN 0-87389-495-2.  
8½ x 11 three-ring binder.

Item: **H1096**  
List Price: \$65.00

**Buy the complete set and SAVE!**  
*The ISO 9001:2000 Auditor's Companion and The Audit Kit*

Item: **H1096B**  
List Price: \$100.00

## Correct! Prevent! Improve! Driving Improvement through Problem Solving and Corrective and Preventive Action

Jeanne Ketola and Kathy Roberts

This book is a concise step-by-step guide that takes the reader through a basic problem-solving process describing how the concepts of corrective and preventive action are incorporated into this process. It's a useful orientation to ISO 9001:2000 and helps organizations understand the standard and the philosophy of continual improvement by describing how to use data found within the organization to drive improvement. Practice problems and case studies help readers apply their knowledge inside their own organization. Useful forms and flowcharts provide a basic toolkit for improvement.



2003. 128 pages. ISBN 0-87389-575-4.  
6 x 9 softcover.

Item: **H1166**  
List Price: \$30.00

## ISO 9001:2000 Quick Reference

Jeanne Ketola and Kathy Roberts

2001. 4 pages.  
ISBN 0-87389-513-4.  
5½ x 8½ laminated.



Item: **H1107**  
List Price: \$8.00

## Packet of 10 Copies

Item: **H1117**  
List Price: \$75.00

## The Practical Guide to People-Friendly Documentation

Adrienne Escoe

This innovative guide brings together practical solutions to the documentation challenges faced by today's organizations. This second edition is an organized toolbox of powerful methodology and metrics that shows companies how to steer clear of cumbersome and obsolete documentation and gives numerous examples of the tremendous opportunities—and pitfalls—presented by technology such as the Internet and Web-based documentation management software.



2001. 228 pages. ISBN 0-87389-504-5.  
8½ x 11 softcover.

Item: **H1100**  
List Price: \$50.00

## Interpreting ISO 9001:2000 with Statistical Methodology

James L. Lamprecht

This best-selling author's book is written for those who need to understand the ISO 9001:2000 standard and emphasize statistical methodology. It contains 15 detailed statistical examples related to the ISO 9001:2000 standard, yet is balanced with more than a dozen nonstatistical examples including tables, sample forms, and questionnaires.



2001. 205 pages. ISBN 0-87389-517-7.  
6 x 9 softcover.

Item: **H1118**  
List Price: \$35.00

## ISO 9004 Assessment Criteria Checklist for Performance Improvement

J.P. Russell

**System Requirements:**  
Adobe Acrobat 5.0 or higher

2004. ISBN 0-87389-616-5. CD-ROM.

Item: **H1220**  
List Price: \$30.00



## Continual Improvement Assessment Guide: Promoting and Sustaining Business Results

J.P. Russell

This is the first pocket guide of its kind to bring together auditing techniques and guidelines as a structured systematic program for monitoring and promoting continual improvement. (Use this guide to develop an assessment tool for your programs that will ensure there is quantifiable and sustainable improvement and identifiable opportunities.) A glossary of terms and appendices, including tools such as Continual Improvement Map for ISO 9001, Continual Improvement Perception Survey, and ISO 9004 Assessment Criteria Checklist, are helpful in applying the principles outlined in this useful pocket guide.



2004. 210 pages. ISBN 0-87389-614-9.  
3½ x 5½ spiralbound.

Item: **H1218**  
List Price: \$22.00

# ISO 14000

## Integrating ISO 14001 into a Quality Management System, Second Edition

Marilyn R. Block and I. Robert Marash

Many companies that have a successful ISO 9001 or QS-9000 quality management system have found it highly profitable to expand that system to accommodate the EMS ISO 14001 requirements. Now the best tool to help you do just that has been updated to reflect the new ISO 9001:2000 requirements. *Integrating ISO 14001 into a Quality Management System* takes quality management and environmental management and explains how your organization can integrate its requirements into one cohesive system.

This book's step-by-step sequence makes it easy for you to integrate environmental requirements into your current quality system.

2002. 280 pages. ISBN 0-87389-523-1. 6 x 9 hardcover.

Item: **H1129**

List Price: \$35.00



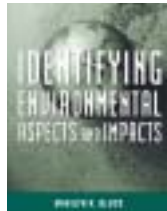
## Identifying Environmental Aspects and Impacts

Marilyn R. Block

1999. 145 pages. ISBN 0-87389-446-4. 8½ x 11 softcover.

Item: **H1009**

List Price: \$35.00



## Clean, Green and Read All Over: Ten Rules for Effective Corporate Environmental and Sustainability Reporting

J. Emil Morhardt

2002. 316 pages. ISBN 0-87389-563-3. 6 x 9 hardcover.

Item: **H1145**

List Price: \$30.00



## Effective Environmental Management

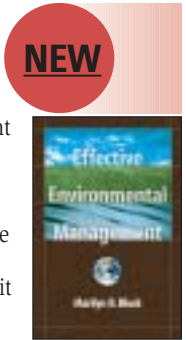
Marilyn R. Block

Revision of ISO 14001, Environmental management systems—Specification with guidance for use has generated questions among those responsible for implementing new environmental management systems and those in charge of maintaining mature ones. Some view ISO 14001:2004 as a clarification of previously ambiguous language; others believe it has imposed additional requirements. *Effective Environmental Management* provides a clear explanation of each requirement imposed by ISO 14001:2004 and describes how it compares to the comparable requirement in the original standard. It also presents the documentation developed by organizations from three discrete sectors—heavy industry; service; and government.

2006. 300 pages. ISBN 0-87389-688-2. 6 x 9 hardcover.

Item: **H1272**

List Price: \$95.00



## Implementing ISO 14001

Marilyn R. Block

*Implementing ISO 14001* provides practical guidance for environmental managers who must determine whether ISO 14001 is right for their organization and how to initiate a process that capitalizes on existing strengths and successes.

1997. 247 pages. ISBN 0-87389-357-3.

6 x 9 hardcover.

Item: **H0916**

List Price: \$50.00



# Journals

## Quality Progress

ASQ's flagship publication includes insightful articles describing the application of innovative methods in areas such as knowledge management, process improvement, and organizational behavior.

Published: Monthly



## The Journal for Quality and Participation

*The Journal for Quality and Participation* offers comprehensive articles about employee involvement, teamwork, leadership, and change management.

Published: Quarterly



## Journal of Quality Technology

*The Journal of Quality Technology* covers the technical aspects of quality control, reliability, and related disciplines.

Published: Quarterly



## Quality Management Journal

*The Quality Management Journal* is a source for practical applications of quality research in the broad field of management.

Published: Quarterly



## Six Sigma Forum Magazine

This is the first magazine addressing the various developmental needs of Six Sigma professionals.

Published: Quarterly



## Software Quality Professional

*Software Quality Professional* addresses the application of quality principles to the development and use of software and software-based systems.

Published: Quarterly





## Avoiding the Corporate Death Spiral: Recognizing and Eliminating the Signs of Decline

Gregg Stocker

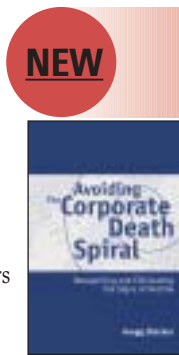
Nowhere is it written that a company, regardless of how large it is or how successful it might seem to be, will survive. While many companies fall apart seemingly overnight, the reality is that the decline is a process that usually takes several years and results from a number of actions, decisions, and behaviors that contribute to the demise.

This book presents the warning signs of an organization in decline and provides a method for improving the organization. Leaders can use the warning signs to assess the health of their organizations, and use the methods to cure the systemic problems that interfere with long-term success.

2006. 192 pages. ISBN 0-87389-684-X. 6 x 9 softcover.

Item: **H1279**

List Price: \$40.00



## The Synergy of One: Creating High-Performing Sustainable Organizations through Integrated Performance Leadership

Michael J. Dreikorn

In *The Synergy of One: Creating High-Performing Sustainable Organizations through Integrated Performance Leadership*, Michael Dreikorn argues that the majority of errors and system failures are the result of ineffective leadership. And most of the shortcomings of leadership stem from the lack of a unified and structured system throughout its organization. *The Synergy of One* explains how to create an integrated system that incorporates resources, accountability, culture, understanding, and leadership into one synergistic formula that will help drive consistent success. This synergistic system will help lead to consistency throughout the organization—leader to leader and department to department—which will lead to better communication, more consistency, and, ultimately, more success. Dreikorn cites examples from other successful organizations, and provides numerous charts and graphs to help emphasize the points being made.

2004. 232 pages. ISBN 0-87389-605-X. 6 x 9 softcover.

Item: **H1211**

List Price: \$35.00



## Quality into the 21st Century

Tito Conti, Yoshio Kondo and Gregory H. Watson, Editors

*Quality into the 21st Century: Perspectives on Quality and Competitiveness for Sustained Performance* focuses on the call for a more expansive use of quality practices throughout business in the twenty-first century than in their original application in manufacturing. It also calls for a definitive emphasis on the use of quality principles throughout healthcare, education, technology, medicine and government. The editors compiled a collection of papers that focus on the emerging themes in quality including social values, privacy, security, and software quality.

2003. 278 pages. ISBN 0-87389-602-5. 6 x 9 hardcover.

Item: **H1189**

List Price: \$50.00



## The Path to Profitable Measures: 10 Steps to Feedback That Fuels Performance

Mark W. Morgan

*The Path to Profitable Measures* teaches 10 simple steps to creating your scorecard that will help you turn your information flood into meaningful feedback for you and your work team. Author Mark Morgan explains how to design and tailor your unique set of indicators—your scorecard—to match your goals and responsibilities. Morgan does it without fancy jargon, using bite-size examples, just enough for even those without previous quality management experience to follow easily and attain success. Unlike other books on this topic, this one is committed to serving as a roadmap for practitioners.

2005. 130 pages. ISBN 0-87389-649-1. 6 x 9 softcover.

Item: **H1240**

List Price: \$28.00



## The Six Sigma Path to Leadership: Observations from the Trenches

David H. Treichler

Many organizations have seen dramatic improvements by implementing a Six Sigma system, including better efficiency, reduced errors, and increased profits. But for the individuals charged with implementing this system, it can be a long and arduous journey. *The Six Sigma Path to Leadership: Observations from the Trenches* was written to serve as a support guide for these individuals who may get lost or frustrated on their journey toward Six Sigma improvement. Author David Treichler has assembled a collection of stories showing how others handled these same situations, including the good and the bad, with many how-to (and how-not-to) examples. The book is written for anyone, from senior management to the curious novice, with the intent to encourage and assist everyone, wherever they are on their own Six Sigma journey.

2004. 270 pages. ISBN 0-87389-615-7. 7 x 10 hardcover.

Item: **H1214**

List Price: \$60.00



## Decision Process Quality Management

William D. Mawby

There is a forgotten process in modern quality management that is preventing many companies from reaching their full potential for improvement—and that is the decision-making process. Some decisions have clear consequences or dramatic impacts on an organization's bottom line, but there are untold numbers of other decisions that are made every working day by every employee that are absolutely critical to company performance. This book takes the novel approach that decisions can be treated as products—and one improves decisions by improving the processes that produce them. This guidebook shows you how to adapt the proven tools of total quality management (TQM) to decision processes. It shows the specific adaptations necessary to apply capability, measurement systems analysis, Six Sigma, and lean manufacturing to decision-making processes.

2004. 144 pages. ISBN 0-87389-633-5. 6 x 9 softcover.

Item: **H1229**

List Price: \$30.00



# Leadership

## Inside Knowledge: Rediscovering the Source of Performance Improvement

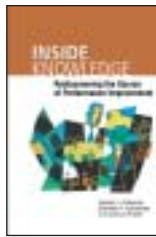
David S. Fearon and Steven A. Cavaleri,  
with Ronald Prairie

In every organization there is a wealth of information, or "inside knowledge" possessed by the people who actually do the work. This knowledge represents a deep understanding of how things get done, and as successful companies such as Toyota have demonstrated, it is a vital component to any organizational innovation. *Inside Knowledge: Rediscovering the Source of Performance Improvement* offers seven pragmatic principles that allow any person working in any kind of organization to create and continuously improve his or her inside knowledge. Told as a fictional story, this book shares the tale of the Grand Bay Corporation, which is undergoing a less-than-successful change to its business practices. After high-tech solutions fail, several long-time employees use their inside knowledge to turn around the company and design a new system that brings about enduring success based on their unique insights.

2006. 304 pages. ISBN 0-87389-650-5. 6 x 9 softcover.

Item: **H1239**

List Price: \$45.00



## Finding the Leader in You: A Practical Guide to Expanding Your Leadership Skills

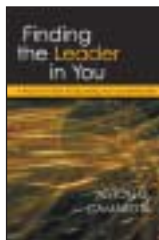
Anton G. Camarota

*Finding the Leader in You: A Practical Guide to Expanding Your Leadership Skills* is about what it takes to be an effective leader in today's rapidly changing world of business. Whether you are a team leader, supervisor, manager, director, or executive, this book gives you a comprehensive program that shows you how to further develop your leadership skills and knowledge. The first part of the book consists of a story, featuring a manager who is struggling with the responsibilities of leading a company initiative. The second part explains the concepts and ideas structuring the manager's leadership experience. Finally, the third part enables you to apply these concepts through a series of exercises that expand your leadership skills. Setting this book apart from other leadership books is the specific guidance provided in the self-application exercises. Together with a complete description of the self-knowledge required to be a great leader, it is a complete program designed for you, the reader, to use to gain the awareness, comprehension, and skills needed to succeed.

2005. 152 pages. ISBN 0-87389-630-0. 6 x 9 softcover.

Item: **H1231**

List Price: \$35.00



## Leadership for Results: Removing Barriers to Success for People, Projects, Processes

Tom Barker

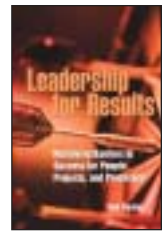
It is widely recognized that leadership is a critical factor in enabling any organization to adapt to its environment through implementing strategy, thereby surviving and thriving. This book takes research from a diverse range of fields on human behavior and distills it down into three themes in which leadership behavior is vital. Author Tom Barker labels these three themes: Intentions, Influence, and Information, and their typical actions are described and illustrated by examples. Readers are taught how to achieve common plans, collective decisions, and credible results.

*Leadership for Results* is aimed not only at executives but all managers responsible for implementing strategy, including their advisors in areas like human resources, information technology, and finance.

2006. 192 pages. ISBN 0-87389-669-9. 6 x 9 softcover.

Item: **H1261**

List Price: \$40.00



## The Trust Imperative: Performance Improvement Through Productive Relationships

Stephen Hacker and Marsha Willard

Today's business environment is highly demanding and increasingly competitive, requiring organizations to be flexible, responsive, and continually innovative. Leaders need to trust that their workers will carry out their directives, and employees need a high level of trust in the vision and direction that leaders create for the organization. This book explains how to develop trust throughout an organization, while improving performance and increasing productivity by offering simple conceptual models, assessments, and trust tools that will help individuals diagnose, measure, and improve the level of trust within the organization.

2002. 168 pages. ISBN 0-87389-527-4. 6 x 9 softcover.

Item: **H1130**

List Price: \$35.00



## Transformational Leadership: Creating Organizations of Meaning

Stephen Hacker and Tammy Roberts

With the constant changes in organizational structure, including globalization, downsizing, and overall reorganization, strong leaders are vital to the ongoing success of any company. *Transformational Leadership: Creating Organizations of Meaning* explores transformational leadership, which has become a growing requirement of the success of any organization facing change. The authors provide sound advice to becoming a more effective transformational leader, and offer numerous examples of effective leadership from their own experiences.

2004. 200 pages. ISBN 0-87389-610-6. 6 x 9 hardcover.

Item: **H1196**

List Price: \$35.00



## Lean Kaizen: A Simplified Approach to Process Improvement

George Alukal and Anthony Manos

Originally applied in manufacturing settings, lean has now migrated to non-shop floor activities: in business support functions, such as sales, customer service, accounting, human resources, engineering, purchasing; within manufacturing firms; and also in purely service areas like finance, government, and healthcare. The intended audience for this book is any quality or operational professional who wants to start their lean journey or enhance their career opportunities. After introducing the concepts of lean and kaizen, various building blocks of a lean enterprise are described.

2006. 192 pages. ISBN 0-87389-689-0. 6 x 9 softcover.

Item: **H1284**

List Price: \$55.00

**NEW**



## Office Kaizen: Transforming Office Operations Into a Strategic Competitive Advantage

William Lareau

Many business functions have been significantly improved through the use of a variety of quality techniques, but for the most part, office and administrative functions have not kept pace. Most companies find it difficult to reduce costs in the office without noticeable sacrifices in performance. Some companies have seen improvements in their office environments through the use of Office Kaizen™, which emphasizes making continuous improvements and eliminating “surface waste.” *Office Kaizen* by William Lareau will show you how to dramatically improve office, administrative, and support functions in a consistent, reliable manner that adds value without creating more problems. *Office Kaizen* will help create office and administrative processes and work groups that generate a competitive advantage, while reducing costs and increasing performance.

2002. 184 pages. ISBN 0-87389-556-8. 6 x 9 softcover.

Item: **H1168**

List Price: \$45.00



## Lean Enterprise: A Synergistic Approach to Minimizing Waste

William A. Levinson and Raymond A. Rerick

*Lean Enterprise: A Synergistic Approach to Minimizing Waste* shows how modern companies can use lean techniques to achieve the kind of success that Ford, Toyota, and Dell have enjoyed. This book presents lean enterprise as a set of mutually supporting techniques and programs, all of which focus on the elimination of “friction,” or nonvalue-adding activities, from the enterprise. The concept of friction (Japan’s muda, or waste) is simple, but everyone in the organization must realize that it is easy to overlook. The ability to identify friction is vital to creating a lean enterprise, and through the examples of Henry Ford, this book equips readers with the skills to achieve optimal results.

2002. 236 pages. ISBN 0-87389-532-0. 6 x 9 softcover.

Item: **H1136**

List Price: \$45.00



## 5S for Service Organizations and Offices: A Lean Look at Improvements

Debashis Sarkar

5S is a simple and immensely practical approach to quality improvement, which, when implemented effectively, can transform the fabric of a company. Author Debashis Sarkar has pioneered a blueprint for 5S implementation that can take service organizations to greater heights. The principles can also be applied to offices, education institutes, and hospitals, as well as manufacturing companies that wish to realize the full potential of 5S.

2006. 144 pages. ISBN 0-87389-677-7. 7 x 10 softcover.

Item: **H1271**

List Price: \$45.00

**NEW**



## Lean Strategies for Product Development

Clifford Fiore

Most companies are under a great deal of pressure to reduce expenses and increase profits. And as the competition continues to increase, these companies are all racing to develop new products and bring them to market as quickly and cheaply as possible. Many of these companies have turned to lean strategies in the manufacturing area to help them improve the process by eliminating waste and helping them gain a competitive advantage. Yet few, if any, have taken these same strategies beyond the manufacturing environment and into the product development area. This is the focus of *Lean Strategies for Product Development*, which explains how to use these same lean strategies and principles in nonmanufacturing areas that will lead to reduced cycle times and increased profits.

2004. 98 pages. ISBN 0-87389-604-1. 6 x 9 softcover.

Item: **H1205**

List Price: \$30.00



## Value-Driven Channel Strategy: A Lean Approach

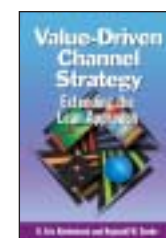
R. Eric Reidenbach and Reginald Goeke

Managers from a number of distinct organizational areas such as marketing, quality, logistics, Six Sigma, total quality management, and customer relationship management, as well as market research and business intelligence, will find this book useful and interesting, and it will challenge them to think about the way they view their business. The book is pertinent not only to manufacturing, but also service organizations that move products/services through channels of distribution. The principles outlined in this book apply equally to commercial banks, healthcare, and insurance as they do to the automotive or pharmaceutical industries.

2006. 192 pages. ISBN 0-87389-659-9. 6 x 9 hardcover.

Item: **H1253**

List Price: \$55.00



# Management *Change Management*

## The Change Agent's Guide to Radical Improvement

Ken Miller

What separates excellent organizations from the truly ordinary? What allows some organizations to rapidly change and continually reinvent themselves while others have trouble making even modest changes? The fundamental ingredient in these successful organizations is the change agent. Change agents are individuals who have the knowledge, skills, and tools to help organizations create radical change. They challenge others to get "outside the box" and utilize innovative tools to harness that creativity to make improvements that matter to the bottom line.

*The Change Agent's Guide to Radical Improvement* is a complete how-to guide book providing all the necessary information to incorporate change into any organization, providing an array of tools, techniques, and theories to help a change agent successfully transform any organization.

2002. 312 pages. ISBN 0-87389-534-7.  
8½ x 11 softcover.

Item: **H1140**  
List Price: \$60.00



## The Change Agents' Handbook: A Survival Guide for Quality Improvement Champions

David W. Hutton

If you are striving to create change, you need *The Change Agents' Handbook!* This guide leads you through the entire process of assessing each situation, getting established in your new role, preparing to launch the process, creating a detailed plan for the transformation, managing the ensuing changes, and learning from the experience. It deals with the practical issues and personal needs that surround the change agent's assignment, including the emotional pressures and the types of opposition that can be expected. Tackle and solve problems and make a great contribution to the success of your organization by learning ways to deal with the opposition to change.

1994. 344 pages. ISBN 0-87389-287-9.  
6 x 9 hardcover.

Item: **H0842**  
List Price: \$50.00



## The Executive Guide to Improvement and Change

G. Dennis Beecroft, Grace L. Duffy, and John W. Moran

There are many techniques and tools available to improve or change an organization, but how do executives and senior management decide which is right for their organizations?

*The Executive Guide to Improvement and Change* is designed to help managers and executives understand the many different approaches to organizational change and improvement. Covering a variety of techniques ranging from auditing to teamwork, Six Sigma to customer satisfaction, the book will assist executives and managers to lead improvement and change initiatives within their organization and the larger business community, as well as educate those who aspire to senior positions of leadership.

2003. 272 pages. ISBN 0-87389-579-7.  
7 x 10 hardcover.

Item: **H1179**  
List Price: \$50.00



# Management *Ethics*

## Managing with Conscience for Competitive Advantage

Pete Geissler

Enron. Tyco. Westinghouse. The root cause of these widely reported business failures appears to have been managing too zealously for stockholder value (or profitable growth) at the expense of the scores of employees and smaller investors.

This book is not another screed about the greed, self-centeredness, and self-aggrandizement of managers, who, to their everlasting discredit, perpetrated and profited from the failures of their companies. Instead it has been written to suggest a management direction that could prevent more of the same failings and restore a sense of social consciousness to management that seems so lacking. The book examines the very significant differences between managing with conscience, the capstone of which is managing for the satisfaction of employees and customers, and managing for stockholder value. Included are a number of profiles of successful companies that are managed with conscience, albeit in different ways and styles, and the managers who know that their businesses are much more than numbers and behave accordingly.

2004. 128 pages. ISBN 0-87389-638-6. 6 x 9 softcover.

Item: **H1227**  
List Price: \$30.00



## Bringing Business Ethics to Life: Achieving Corporate Social Responsibility

Bjørn Andersen

Maintaining solid corporate ethics goes beyond just being a "feel good" story or a good public relations angle. Organizations that demonstrate strong ethical commitments can gain a real competitive advantage over others by keeping employees happy and productive and by keeping customers satisfied and loyal, while avoiding some of the unexpected pitfalls that may beset a less ethical organization. These factors all lead to a more stable and consistent organization, and will improve the bottom line and drive higher profits.

The erosion of business ethics affects everyone, from laid-off employees and stockholders losing investments, to customers paying a higher price or receiving lesser quality. In *Bringing Business Ethics to Life: Achieving Corporate Social Responsibility*, best-selling author Bjørn Andersen has written an easy-to-read yet powerful book demonstrating the need for solid ethics in every organization. Andersen first explains the importance of creating a strong ethical culture within every organization, demonstrating the positive effects it will have throughout the business. He then shows how business leaders can make this happen by introducing a holistic, value-driven, and ethically based model of leadership and management that can bring about dramatic changes for any organization.

2004. 352 pages. ISBN 0-87389-621-1. 6 x 9 softcover.

Item: **H1203**  
List Price: \$40.00



## Performance Measurement Explained: Designing and Implementing Your State-of-the-Art System

Bjørn Andersen and Tom Fagerhaug

Performance measurement is firmly entrenched in many aspects of our society: the grades we receive in school, the approval ratings of our politicians, and the statistics of our favorite athletes. This book is a complete and easy-to-use guide to establishing a performance measurement system in any organization. The authors provide a step-by-step performance measurement system design process, including information on what to measure, how to measure it, and how to evaluate the results.

2002. 180 pages. ISBN 0-87389-520-7. 8 1/2 x 11 softcover.

Item: **H1113**

List Price: \$42.00



## Work Overload! Redesigning Jobs to Minimize Stress and Burnout

Frank M. Gryna

The challenges of a globalized market, increasing customer demands, and changing technologies make business more complicated and leave workers feeling overwhelmed. Renowned best-selling author Frank M. Gryna reasons that much of work overload is due to the waste and the inherent ineffectiveness found in most every position. To eliminate and ultimately prevent overload, we must find the areas of waste, eliminate them, and then use the resources that have been freed up to prevent overload from happening again.

2004. 232 pages. ISBN 0-87389-624-6. 6 x 9 softcover.

Item: **H1219**

List Price: \$42.00



## Integrating Reengineering with Total Quality

Joseph N. Kelada

This groundbreaking book unites total quality and reengineering into one integrated management approach to help an organization survive and compete in the 21st century. The author integrates trends into a unique, global approach that introduces the new idea of the total quality triad and QUALITY (quality, volume, administration, location, interrelationships/image, timely, and yield) and ACE concepts. This approach aims for the mutual satisfaction of the shareholders, customers, and people associated with your organization.

1996. 481 pages. ISBN 0-87389-339-5. 6 x 9 hardcover.

Item: **H0896**

List Price: \$80.00



## Making Change Work: Practical Tools for Overcoming Human Resistance to Change

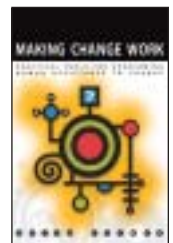
Brien Palmer

*Making Change Work* addresses buy-in, acceptance, motivation, anticipation, fear, uncertainty, and all the other messy human considerations that cause change to fail in the real world. The concepts included throughout the book will help you in two ways. First, it provides tools to measure your organization's readiness to change. Second, the book provides many tools to apply sequentially and logically in order to gain acceptance of the change throughout the organization.

2004. 104 pages. ISBN 0-87389-611-4. 6 x 9 softcover.

Item: **H1202**

List Price: \$34.00



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# Management *Pocket Guides*

## Powerful Information in a Convenient Format

The expertly written pocket guides provide affordable and solid information in an easy-to-use, pocket-sized book. Each of these books is written by renowned experts, meticulously reviewed, and produced to our exacting standards. Pocket guides are the perfect way to introduce employees to quality concepts, and are also ideal for more experienced quality professionals to carry as a quick reference.

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Item: **H1127**  
List Price: \$22.00



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Item: **H1169**  
List Price: \$22.00



#### Six Sigma for the Shop Floor: A Pocket Guide

Item: **H1114**  
List Price: \$22.00



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Item: **H1164**  
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List Price: \$22.00



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#### ISO Lesson Guide 2000: Pocket Guide to Q9001:2000

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Item: **H1138**  
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#### Effective Writing for the Quality Professional: Creating Useful Letters, Reports, and Procedures

Item: **H1213**  
List Price: \$22.00



# Management *Process/Systems Management*

## Integrated Process Management: A Quality Model

Roger Slater

This book offers a compelling, workable process management model, derived from the hard-earned successes of actual corporations. Roger Slater draws on these real-world case studies to illustrate a six-step plan that will give you the skills you need right now to improve quality at every stage of operations—from initial product development to final product delivery.

1991. 304 pages. ISBN 0-07-058102-9.  
8½ x 11 hardcover.

Item: **H0633**  
List Price: \$65.00

## Integrated Process Management Workbooks

### Step 1: How to Create a Positive Environment

Item: **H0764**  
List Price: \$20.00

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Item: **H0765**  
List Price: \$20.00

### Step 3: How to Develop an Effective Process Control Standard

Item: **H0766**  
List Price: \$20.00

### Step 4: How to Communicate Process Control Standards

Item: **H0767**  
List Price: \$20.00

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Item: **H0768**  
List Price: \$20.00

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Item: **H0769**  
List Price: \$20.00

### Complete Set of Six Workbooks

Item: **H0763**  
List Price: \$95.00

## Mapping Work Processes

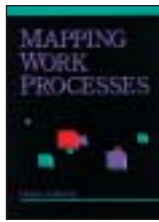
Dianne Galloway

This perennial best seller shows how to create flowcharts, which are proven to help improve any work process. Detailed exercises teach anyone how to chart and document processes, understand them, and make improvements from them. This hands-on, step-by-step workbook includes instructions on how to document work processes—a requirement for ISO 9000 registration. Graphics and illustrations are used to help the reader grasp the fundamentals of mapping quickly.

1994. 89 pages. ISBN 0-87389-266-6. 8½ x 11 spiralbound.

Item: **H0822**

List Price: \$40.00



## Breaking the Constraints to World-Class Performance

H. William Dettmer

In his second book, best-selling author William Dettmer explains the basics of constraint theory and how it is applied to a variety of organizational systems. It is intended for anyone who wants to learn how to apply the TOC and understand how to use the thinking tools, without going into a lot of theory and details about Goldratt's concepts. Executives and managers seeking an alternative or complementary approach to total quality management for systematic improvement of business results can realize impressive results with this book.

Contains four appendices and more than 162 figures.

1998. 288 pages. ISBN 0-87389-437-5. 7 x 10 hardcover.

Item: **H1003**

List Price: \$50.00



## Strategic Navigation: A Systems Approach to Business Strategy

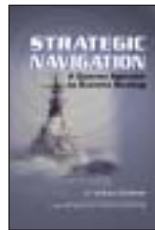
H. William Dettmer

In *Strategic Navigation: A Systems Approach to Business Strategy*, best-selling author H. William Dettmer explains how sound, proven strategies used by great military leaders throughout history can also be easily and effectively used in the business world.

2004. 328 pages. ISBN 0-87389-603-3. 7 x 10 hardcover.

Item: **H1206**

List Price: \$50.00



## From Quality to Business Excellence: A Systems Approach to Management

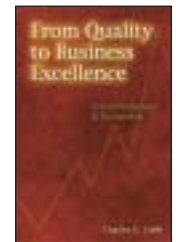
Charles G. Cobb

*From Quality to Business Excellence* demonstrates how quality management philosophies complement each other and form the basis for a new systems approach to management. By better understanding how these approaches all potentially fit together, managers will be able to use these tools more effectively in a much more integrated approach. Quality is an integral part of the way business is managed and requires a very strong cross-functional management approach. This book will help show how to integrate a management approach using a variety of methods to solve these problems and bring the most out of your business.

2003. 264 pages. ISBN 0-87389-578-9. 6 x 9 hardcover.

Item: **H1178**

List Price: \$60.00



## Product Liability Prevention: A Strategic Guide

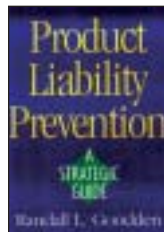
Randall L. Goodden

This is the first book to recognize that, as the occurrences of product liability lawsuits continue to grow, it has become necessary for organizations to focus on product liability prevention. Taking a proactive approach to putting this type of quality program in place, the author demonstrates how an organization, even with its own nonlegal staff, can join the fight against potential product liability actions and win.

2000. 250 pages. ISBN 0-87389-482-0. 6 x 9 hardcover.

Item: **H1042**

List Price: \$50.00



## The Process-Focused Organization: A Transition Strategy for Success

Robert A. Gardner

*The Process-Focused Organization* introduces an approach for transitioning a functionally managed organization to a PFO. The approach is designed to establish the operation structures necessary to manage and continuously improve cross-functional business processes, key business drives, strategies, and goals. The book provides even those new to management theories with an understanding of process management, balanced scorecard, and ABC principles. Senior and mid-level managers involved with organizational change or performance improvement initiatives will also find this book valuable in that it conveys very relevant and current issues related to traditional organizations built on functional lines.

2004. 240 pages. ISBN 0-87389-627-0. 6 x 9 softcover.

Item: **H1207**

List Price: \$40.00



## Goldratt's Theory of Constraints: A Systems Approach to Continuous Improvement

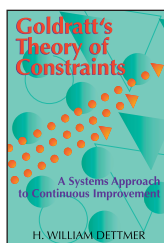
H. William Dettmer

William Dettmer goes beyond the theory of constraints introduced by Eliyahu M. Goldratt in his best-selling books *The Goal* and *It's Not Luck* by describing the action steps that follow the theory. Loaded with application examples, these unique problem-solving tools will teach you how to analyze and arrive at a variety of solutions. Much of the content focuses on the author's understanding and interpretation of Goldratt's logical thinking processes. It clarifies the five focusing steps and teaches the mechanics of all the thinking tools.

1997. 378 pages. ISBN 0-87389-370-0. 6 x 9 hardcover.

Item: **H0935**

List Price: \$70.00



## Everyday Excellence: Creating a Better Workplace through Attitude, Action, and Appreciation

Clive Shearer

This book looks at the core of quality—it looks at people. People either have the right attitude or they don't. They take the right action, or they don't. They appreciate what they receive, or they don't. Author Clive Shearer shows how the opportunities to practice and apply common sense in the workplace occur minute-by-minute, throughout the day. The ideas presented can be applied at your workplace and also in your own life.

2006. 272 pages. ISBN 0-87389-673-4. 6 x 9 softcover.

Item: **H1248**

List Price: \$40.00



## Understanding and Applying Value-Added Assessment: Eliminating Business Process Waste

William E. Trischler

By eliminating nonvalue-adding steps in business processes you will save time and money. The value-added assessment process is used to determine which business activities are necessary and which are not. It features a detailed method for calculating the time and cost associated with a process, as well as a special dictionary of verbs that often emerge as nonvalue-added actions. This book works well with *Mapping Work Processes* (Item H0822).

1996. 127 pages. ISBN 0-87389-369-7. 8½ x 11 softcover.

Item: **H0934**

List Price: \$35.00



## Enterprise Process Mapping: Integrating Systems for Compliance and Business Excellence

Charles G. Cobb

Not only does *Enterprise Process Mapping* provide a framework for process management and ongoing process improvement, it has the potential to create a very powerful, unifying view of how a business works as a system. The methodology and tools in this book are applicable to any company in any industry that is interested in developing a truly integrated systems approach to management. The book is specifically based on Microsoft Visio, the most widely used business graphics application in the world, and the ProcessMaps™ tool, which has been designed to extend the capabilities of Visio for entry-level process mapping. The CDs that accompany the book include a number of computer-based training lessons with videos to help you learn how to implement these tools very quickly and easily. This book is a unique combination of theory and tools to help you implement enterprise process mapping in a way that will yield significant business value for your organization.

2005. 142 pages. ISBN 0-87389-643-2. 7 x 10 softcover.

Item: **H1242**

List Price: \$55.00



## Managing Professional Service Delivery Processes: Linking Strategy to Operations

Jean Harvey

The quest for value drives customer behavior in the services marketplace. This book focuses on complex service processes, and is written for professionals, semi-professionals, and technical workers laboring in all spheres, from law to medicine, and accounting to engineering. It draws its theory and examples from these professional services and many more, with hands-on end-of-chapter exercises on all topics. A framework is presented for understanding how a set of shared fundamental beliefs drives the best-in-class professional service organizations in their learning, which is the source of sustained competitive advantage. Products and processes can be imitated or copied, but learning faster than your competition cannot.

2006. 368 pages. ISBN 0-87389-675-0. 7 x 10 softcover.

Item: **H1265**

List Price: \$70.00



## Get It Right: A Guide to Strategic Quality Systems

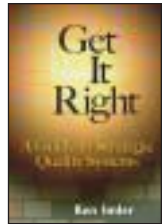
Kenneth E. Imler

*Getting It Right* is based on the trials and tribulations seen by the author in his nearly 30 years of experience at a variety of companies. This book describes real-life solutions and is intended to provide a unique, but straightforward, approach to business and regulatory requirements. It will be useful both for beginners looking for a roadmap and also experienced professionals searching for effective ways to continuously improve their quality systems. Examples and case studies used throughout the book are based on actual companies and experiences.

2006. 220 pages. ISBN 0-87389-668-8. 6 x 9 softcover.

Item: **H1259**

List Price: \$50.00



## Integrating Inspection Management into Your Quality Improvement System

William D. Mawby

The inspection of product and process has been a mainstay of quality programs since the inception of manufacturing processes. The purpose of this book is to bring inspection-based systems into the light of modern quality programs and show how they can, with integration, provide support for making big quality gains with little quality investment. This information could be an advantage for any company, small or large, manufacturing or service, that wants to play in the high-quality ballpark but cannot afford the heavy upfront expenditures that are often necessary in traditional approaches. It is especially important for those companies that want to establish programs that will work for the foreseeable future as well as in today's challenging business world.

2006. 168 pages. ISBN 0-87389-665-3. 6 x 9 softcover.

Item: **H1251**

List Price: \$33.00





## Juran, Quality, and a Century of Improvement: The Best on Quality Book Series of the International Academy for Quality, Volume 15

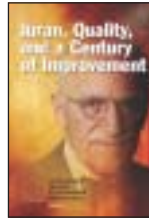
Kenneth Stephens, editor

The 15th edition of this influential book series is a tribute to the person and work of Dr. Joseph M. Juran. For more than three-quarters of a century the quality discipline (which isn't much older than that itself) has been blessed by the person and dynamics of Dr. Juran. His philosophies and contributions to the quality disciplines, his longevity as a contributor, and his vision in managing for quality have had significant influences on the world of quality. Among the world-renowned contributors (and International Academy for Quality members) to this volume are: Frank M. Gryna, A. Blanton Godfrey, Yoshio Kondo, Joe DeFeo, and Greg Watson.

2005. 320 pages. ISBN 0-87389-635-1. 6 x 9 softcover.

Item: **H1232**

List Price: \$40.00



## Quality Makes Money: How to Involve Every Person on the Payroll in a Complete Quality Process (CQP)

Pat Townsend and Joan Gebhardt

This book describes a pragmatic set of steps that make it possible for an organization of any type to engage every person on its payroll in the continual effort to improve everything the company does. The authors' intention is to re-energize the "Quality Revolution" in the United States by giving organizations a realistic option for tapping into the talent already on their payrolls. The book presents not only logical theory but also a real-life, full-scale success story as a model. Paying heed to its lessons can enable organizations of all types to improve whatever it is they do and see a positive impact on the bottom line.

2006. 168 pages. ISBN 0-87389-660-2. 6 x 9 softcover.

Item: **H1241**

List Price: \$28.00



## A History of Managing for Quality: The Evolution, Trends, and Future Directions of Managing for Quality

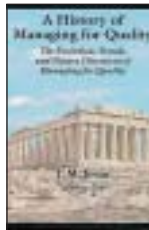
J. M. Juran, editor in chief

This is the first book of its kind on managing for quality that focuses on the big picture rather than specific methods or industries. This historical overview on quality is a must for every business professional.

1995. 688 pages. ISBN 0-87389-341-7. 6 x 9 hardcover.

Item: **H0876**

List Price: \$70.00



## Economic Control of Quality of Manufactured Product

Walter A. Shewhart

This monumental work laid the foundation for the modern quality control discipline, and it remains as current today as ever. The book includes a presentation of the fundamental concepts and advantages of statistical control; ways of expressing quality of product (a section containing a discourse that has been described as a masterpiece on the meaning of quality); the basis for specification of quality control; sampling fluctuations in quality; allowable variability in quality (which contains the first fully developed use of control charts); and quality control in practice. This is required reading for anyone seriously interested in the study of quality control.

1980. 501 pages. ISBN 0-87389-076-0. 6 x 9 softcover.

Item: **H0509**

List Price: \$40.00



## Six Sigma and Related Studies in the Quality Disciplines: The Best on Quality Book Series, Volume 14

Kenneth Stephens, editor

The latest release in the Best on Quality series offers a collection of articles and papers that offer knowledge of Six Sigma and its applications, along with related disciplines.

2003. 256 pages. ISBN 0-87389-583-5. 6 x 9 softcover.

Item: **H1187**

List Price: \$40.00



## Quality's Greatest Hits: Classic Wisdom from the Leaders of Quality

Zigmund Bluvband

This unique, quick reference of quality principles, tools, and notable quotes belongs on the desk of every manager. While not intended to teach these quality fundamentals to the reader, this book is an ideal reference for anyone who has to make presentations, provide quality training, or serve as a mentor by providing convenient and time-tested information. *Quality's Greatest Hits* is a great refresher for the experienced quality manager, and a helpful guide for those still trying to find their way in the confusing maze of quality.

2002. 394 pages. ISBN 0-87389-531-2. 7 x 10 softcover.

Item: **H1131**

List Price: \$36.00



## The Best on Quality: Volume 13

Kenneth Stephens, editor

*The Best on Quality: Volume 13* is written by many of the world's most highly respected quality management experts who are also members of the International Academy for Quality and features the selected works of Feigenbaum, Ishikawa, and Walter Masing. Pick up this excellent desk reference today.

2002. 397 pages. ISBN 0-87389-540-1. 6 x 9 hardcover.

Item: **H1144**

List Price: \$40.00



# Management Quality Management

## Simplified Project Management for the Quality Professional: Planning and Managing Small and Medium-sized Projects

Russell T. Westcott

Successfully managing a project can be a make-or-break point in one's career and is often the impetus for future job promotions. But managing projects is a complex juggling act that requires skills that are not necessarily inherent in all people. *Simplified Project Management for the Quality Professional* was written to help guide new project managers in their efforts. The book is intended to provide guidance for small- to medium-sized projects, making the assumption that large projects are most likely to be led by seasoned project managers. Instead, this book focuses on explaining the skills and tools needed by those just beginning to lead projects and teams. Beginning by developing basic guidelines for each project, the book then takes you through the basics of planning, implementing, managing, and closing a project. It discusses how to envision the project outcome and the important aspect of obtaining upper-management buy-in, and then provides guidance on the implementation of the project and the tracking and measuring of progress. Finally, the book provides guidelines for evaluating, documenting, and closing down the project.

2004. 256 pages. ISBN 0-87389-636-X. 7 x 10 softcover.

Item: **H1230**

List Price: \$42.00



## The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition

Russell T. Westcott, editor

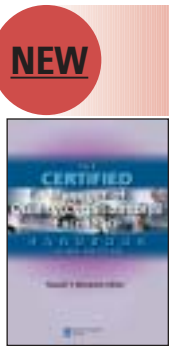
Completely updated to reflect the changes in the 2006 Body of Knowledge, *The Certified Manager of Quality/Organizational Excellence Handbook* is the most complete reference on quality management available. This book provides a thorough understanding of the principles, terms, and concepts of quality management. The new edition contains practical examples from many different industries and organizations, including manufacturing, healthcare, government, education, and the service industries.

In addition to being a great reference on quality management, *The Certified Manager of Quality/Organizational Excellence Handbook* is the most comprehensive preparatory guide for the Certified Manager of Quality/Organizational Excellence exam. The supplemental section contains sample test questions similar to those on the actual exam.

2006. 672 pages. ISBN 0-87389-678-5. 7 x 10 hardcover.

Item: **H1264**

List Price: \$120.00



# Management Supplier Quality

## Managing Contract Quality Requirements

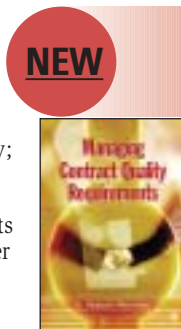
C. Robert Pennella

This book is for anyone who prepares contract quality requirements for a supplier, is a supplier, or is affected in any way by a contract. Readers will learn how to establish and implement contract requirements effectively; identify and resolve actual and potential contractual problems; preclude overlapping of administrative efforts; reduce unanticipated costs associated with errors of omission; and be better prepared for the administrative application and final outcome of contract quality requirements. Also included are two full case studies with narrative and graphic examples, as well as a self-assessment quiz of managing contract quality requirements.

2007. Approximately 275 pages. ISBN 978-0-87389-694-8. 6 x 9 hardcover.

Item: **H1285**

List Price: \$60.00



## Lean Strategies for Product Development

Clifford Fiore

Most companies are under a great deal of pressure to reduce expenses and increase profits. Many of these companies have turned to lean strategies in the manufacturing area to help them improve the process by eliminating waste and helping them gain a competitive advantage. Yet few, if any, have taken these same strategies beyond the manufacturing environment and into the product development area. This is the focus of *Lean Strategies for Product Development*, which explains how to use these same lean strategies and principles in nonmanufacturing areas that will lead to reduced cycle times and increased profits.

2004. 98 pages. ISBN 0-87389-604-1. 6 x 9 softcover.

Item: **H1205**

List Price: \$30.00



## The Supplier Management Handbook, Sixth Edition

ASQ Customer-Supplier Division

James L. Bossert, editor

This latest edition offers an overview of several basic supplier management issues including specifications, record keeping, site inspection, measurement assurance, supplier rating, communications, ship-to-stock versus just-in-time, and data evaluation, making it a comprehensive resource for any quality professional.

2004. 296 pages. ISBN 0-87389-629-7. 6 x 9 hardcover.

Item: **H1190**

List Price: \$70.00



## Supplier Certification: A Continuous Improvement Strategy

Richard A. Maass, John O. Brown, and James L. Bossert

This book provides a "nuts and bolts" approach to implementing certification. The information provided follows W. Edwards Deming's plan, do, check, act cycle, bringing it to the supplier certification arena. The authors present a proven certification model that has been successfully implemented all over the world.

1990. 141 pages. ISBN 0-87389-083-3. 6 x 9 softcover.

Item: **H0592**

List Price: \$40.00



## The Team Effectiveness Survey Workbook

Robert W. Bauer and Sandra S. Bauer

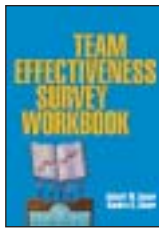
The reasons why team activities and programs sometimes fail aren't always obvious to team members, leaders, and upper management. This is because there is no system in place to measure what is actually occurring. *The Team Effectiveness Survey Workbook* gives organizations the tools to assess: readiness to undertake team-based initiatives; team effectiveness during the implementation process and corrective actions needed; and the changes over time in the implementation of team-based initiatives. It contains more than 500 questions divided into 28 categories to help users create survey questionnaires that meet their specific information needs.

This book can be used by internal resource persons responsible for team development/implementation activities, and also by team leaders and external consultants.

2006. 96 pages. ISBN 0-87389-672-6. 7 x 10 softcover.

Item: **H1269**

List Price: \$40.00



## The Magic of Self-Directed Work Teams: A Case Study in Culture Change and Improvement

Paul C. Palmes

This book is intended for quality and human resources professionals in search of real answers to training, nurturing, and improving the working life of their employees and also the sustainability of their organization. Today's informed managers know that significant waste and losses can be directly attributed to disenfranchised and disconnected employees. Unlike other books that address the theory and subject of self-directed work teams, this is a real-life narrative of people, tools, and events. Learn what Northern Pipe Products did and learned over the past five years on its way to experiencing unprecedented efficiencies, true employee involvement, a vibrant and desired training program, record output per workhour, and lowest overall waste in company history.

2006. 128 pages. ISBN 0-87389-676-9. 6 x 9 softcover.

Item: **H1270**

List Price: \$45.00



## The Virtual Teams Guidebook for Managers

Herb Dreio, Pat Kunkel, and Thomas Mitchell

As technological and cultural changes continuously cause the world to become smaller, the distance between teams is often becoming greater. The need for virtual teams—teams that work together with a common purpose despite significant geographical separations—has never been greater. And with their increased frequency, many managers are struggling with both creating and effectively using virtual teams. The convenient pocket size of *The Virtual Teams Guidebook for Managers* makes the book ideal for any manager to reference, and a great guide for all members of virtual teams to use to achieve more effective teamwork.

2003. 127 pages. ISBN 0-87389-563-0. 3 1/2 x 5 1/2 spiralbound.

Item: **H1150**

List Price: \$22.00



## Team Fitness: A How-To Manual for Building a Winning Work Team

Meg Hartzler and Jane E. Henry

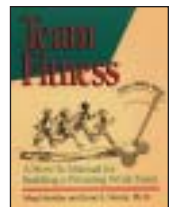
The book that started it all, *Team Fitness*, is for all teams and leaders who desire improved team performance and who believe that optimal performance is achievable. This guide provides the fundamental techniques and activities for teams to increase their organization's productivity, profitability, and commitment.

Includes seven appendices and more than 65 figures and illustrations.

1994. 245 pages. ISBN 0-87389-269-0. 8 x 11 softcover.

Item: **H0825**

List Price: \$40.00



## Everyday Excellence: Creating a Better Workplace through Attitude, Action, and Appreciation

Clive Shearer

This book looks at the core of quality—it looks at people. People either have the right attitude or they don't. They take the right action, or they don't. They appreciate what they receive, or they don't. Author Clive Shearer shows how the opportunities to practice and apply common sense in the workplace occur minute-by-minute, throughout the day. The ideas presented can be applied at your workplace and also in your own life.

2006. 272 pages. ISBN 0-87389-673-4. 6 x 9 softcover.

Item: **H1248**

List Price: \$40.00



## Tools for Virtual Teams: A Team Fitness Companion

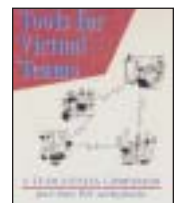
Jane E. Henry and Meg Hartzler

Many organizations have found it necessary to utilize the diverse talents and expertise of people from all over the world in order to keep up with complex business challenges. As a result, it is not uncommon for team leaders and members to belong to geographically dispersed teams—or virtual teams. This leading-edge workbook walks you through the uncharted territory of the complex needs and challenges of virtual teams.

1997. 153 pages. ISBN 0-87389-381-6. 8 x 11 softcover.

Item: **H0970**

List Price: \$30.00



# Measurement

## Make Your Destructive, Dynamic, and Attribute Measurement System Work for You

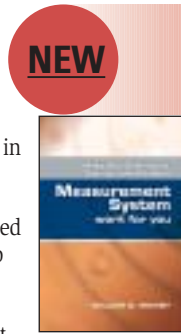
William D. Mawby

This book provides clear procedures for situations in which the part values change or are destroyed. It also provides procedures that work when the measurements are dynamic and cannot be separated from the process. It extends the simple methods to cases in which the measurement systems have several sources of uncertainty, and it completely overhauls the attribute methodology and enables it for many difficult but practical applications. Each extension of the method is detailed in a chapter complete with realistic examples and end-of-chapter summaries called "Take Home Pay," which clue the reader into the key points that are critical for the attempt to enable bottom-line success. Readers who use these methods will find that they can quickly make significant improvement in their destructive, dynamic, and attribute measurement systems with less effort.

2006. 232 pages. ISBN 978-0-87389-691-7. 6 x 9 softcover.

Item: **H1282**

List Price: \$50.00



## Performance Measurement: A Key to Success

Marvin T. Howell

Companies must know how their processes are performing, how well they are meeting customers needs, how targeted improvements are being achieved, how project management is going, and the overall health of the company. Excellent performance measures enable them to see these things and take action if they are not on track or if performance does not meet their expectations.

*Performance Measurement* presents many different methods that enable metrics or performance measures to be developed. To aid in corporate measures development and strategic, tactical, and/or business planning, a quick and effective method of identifying specific key results areas is outlined. Both customer and employee focuses are presented: how to measure each, and how to develop good surveys.

2006. 226 pages. ISBN 0-87389-664-5. 6 x 9 softcover.

Item: **H1260**

List Price: \$65.00



## The Path to Profitable Measures: 10 Steps to Feedback That Fuels Performance

Mark W. Morgan

*The Path to Profitable Measures* teaches 10 simple steps to help you turn your information flood into meaningful feedback for you and your work team. Author Mark Morgan explains how to design and tailor your unique set of indicators—your scorecard—to match your goals and responsibilities. Unlike other books on this topic, it is committed to serving as a roadmap for practitioners, not to define and explain the theories that sell the balanced scorecard as a tool.

2005. 130 pages. ISBN 0-87389-649-1. 6 x 9 softcover.

Item: **H1240**

List Price: \$28.00



## Measurement Matters: How Effective Assessment Drives Business and Safety Performance

Brooks Carder and Patrick Ragan

Nearly every organization wastes a great deal of time, effort, and money through extensive management control systems, designed to closely monitor and review the work of every employee. This is expensive and slows down the work. More important, it sends the message to the employees that they are not trusted to do a good job. By installing an effective assessment process that successfully measures employee performance without impeding production, the organization can become more efficient and employees can be more satisfied in their position.

Ultimately, this book is about how to create positive change in organizations and individuals. What is wrong may seem obvious to us, but not to others. Our challenge is to find leverage for change. Leverage implies a way to use our knowledge and influence to the greatest advantage in creating positive change. Usually when one tries to change people and organizations, the application of strong force generates an equal force in the opposite direction, consuming energy and resources and usually preventing change.

2005. 232 pages. ISBN 0-87389-634-3. 6 x 9 hardcover.

Item: **H1221**

List Price: \$45.00



## The Uncertainty of Measurements: Physical and Chemical Metrology Impact and Analysis

S. K. Kimothi

The accuracy of measurements affects everyone in trade, commerce, safety, healthcare, environmental protection, and many other industries.

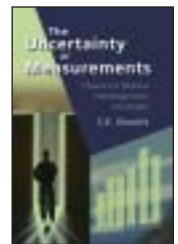
Measurement also plays an important role in manufacturing and service organizations. Use this book to learn more about metrology and the need for reliable measurements. You can also learn about measurement systems and quality of measurement systems, objectives, and methods, and statistical techniques in metrology are also explained.

The book shows how to evaluate various uncertainties in measurements using several approaches, including international consensus. Calibration laboratories can look specifically at the chapter on that profession to guide them in their measurement improvements. Kimothi also looks at specific industries and their measurement capabilities and includes examples of R&R studies, and an entire chapter is devoted to measurement errors.

2002. 416 pages. ISBN 0-87389-535-5. 6 x 9 hardcover.

Item: **H1112**

List Price: \$75.00



## The Metrology Handbook

Measurement Quality Division

Many of the topics listed in the Certified Calibration Technician (CCT) Body of Knowledge are presented in this comprehensive book, which serves as an excellent reference to prepare for the certification exam. This book provides an overview of metrology and calibration principles and practices geared toward intermediate and advanced users with a basic understanding of the subject matter. Examples and figures are used throughout the book to aid in practically applying the material, along with a helpful list of acronyms and abbreviations, a glossary of terms, and a bibliography for easy reference.

2004. 560 pages. ISBN 0-87389-620-3. 7 x 10 hardcover.

Item: **H1215**

List Price: \$105.00



## Managing the Metrology System, Third Edition

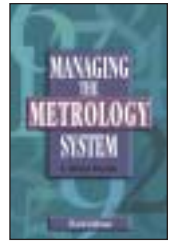
C. Robert Pennella

The proper application of a calibration system is one of the most important areas in which quality assurance personnel can positively affect the low quality and high costs associated with poorly manufactured products. Learn how to implement an effective calibration system, one that can be the foundation of your organization's inspection systems and quality programs. This book provides an easy-to-understand explanation of metrology systems and is updated to reflect the ANSI/ISO/ASQC Q9000 standards. Technicians can increase their ability to maintain instruments of known accuracy and case studies help readers understand exactly how to apply the book's principles.

2004. 175 pages. ISBN 0-87389-606-8. 6 x 9 hardcover.

Item: **H1199**

List Price: \$40.00



## Safe and Sound Software: Creating an Efficient and Effective Quality System for Software Medical Device Organizations

Thomas H. Faris

This book provides information and recommendations to help regulatory affairs and quality managers and consultants of software medical device design and development organizations navigate the complex course of regulatory compliance, operational excellence, product quality, and customer satisfaction to create an effective and efficient quality system. Software organization executives, functional managers, and other interested coworkers can also utilize this book to secure a general understanding of the subject matter.

2006. 368 pages. ISBN 0-87389-674-2. 6 x 9 softcover.

Item: **H1262**

List Price: \$50.00



## Mastering and Managing the FDA Maze: Medical Device Overview

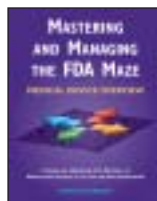
Gordon Harnack

There is a mountain of information on FDA regulation and compliance for medical device manufacturers, and reading the regulations provides only a small part of the picture. Understanding what the regulations mean and how compliance can be achieved in your environment is key. Graphic icons organize this book and provide a visual aid to definitions, regulations, procedures, documents, records, and points to remember. Applicable chapters also end with an FDA investigator icon, which summarizes what the FDA investigator will expect to see during an investigation.

1999. 287 pages. ISBN 0-87389-455-3. 8 1/2 x 11 softcover.

Item: **H1033**

List Price: \$75.00



## Development of FDA-Regulated Medical Products: Prescription Drugs, Biologics and Medical Devices

Elaine Whitmore

There have been revolutionary changes to the classification and regulation of prescription drugs, biologics, and medical devices since the previous edition of this book was published in 1997 under the title *Product Development Planning for Health Care Products Regulated by the FDA*. The revised book includes a review of the significant changes within the FDA that affect the requirements and review of medical products; updated facts and figures; expansion of subjects that have grown more critical, such as clinical outcomes, human factors, and marketing objectives; and additional new topics such as the role of product development in hazard analysis, recalls, and product liability. This book is intended as a foundation for anyone involved in product development of pharmaceuticals, biologics, or medical devices. Helpful references include a glossary, acronyms, and a list of useful resources.

2004. 224 pages. ISBN 0-87389-613-0. 6 x 9 hardcover.

Item: **H1198**

List Price: \$50.00



## The FDA and Worldwide Quality System Requirements Guidebook for Medical Devices

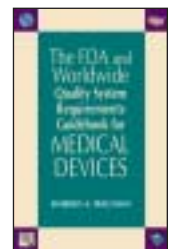
Kimberly A. Trautman

This best-selling book provides essential information regarding the new FDA regulation for medical devices and international quality system requirements (ISO 9001:1994 and ISO/DIS 13485). Icons quickly establish the differences and relationship between FDA regulation, the ISO 9001:1994 standard, FDA guidance, and the Global Harmonization Task Force (GHTF) guidance. This book allows manufacturers to establish a single quality system that satisfies world requirements.

1996. 210 pages. ISBN 0-87389-377-8. 6 x 9 hardcover.

Item: **H0965**

List Price: \$85.00



# Reliability/Dependability

## Failure Mode and Effect Analysis: FMEA From Theory to Execution, Second Edition

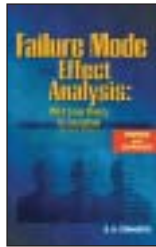
D. H. Stamatis

Author D. H. Stamatis has updated his comprehensive reference book on failure mode and effect analysis (FMEA). This is one of the most comprehensive guides to FMEA and is excellent for professionals with any level of understanding. This book explains the process of conducting system, design, process, service, and machine FMEAs. Learn what FMEA is, the different types of FMEAs, how to construct an FMEA, and the linkages between FMEA and other tools. The updated edition includes information about the new ISO 9000:2000 standard, the Six Sigma approach to FMEA, a special section on automotive requirements related to ISO/TS 16949, the "robustness" concept, and TE 9000 and the requirements for reliability and maintainability. The accompanying CD-ROM offers FMEA forms, design review checklist, criteria for evaluation, basic reliability formulae and conversion failure factors, guidelines for RPN calculations and designing a reasonable safe product, and examples of FMEAs with linkages to robustness.

2003. 488 pages. ISBN 0-87389-598-3. 6 x 9 hardcover.

Item: **H1188**

List Price: \$95.00



## Concepts for R&R Studies, Second Edition

Larry B. Barrentine

This book is a hands-on guide for repeatability and reproducibility (R&R) studies. The origin of R&R methodology provides a background for the real-life problems that are used as examples throughout this book. Beginners can use this text as a thorough introduction to R&R methodology because it is written in easy-to-understand language with an emphasis on application instead of theory.

2003. 84 pages. ISBN 0-87389-557-6. 8½ x 11 softcover.

Item: **H1149**

List Price: \$35.00



## Reliability Statistics

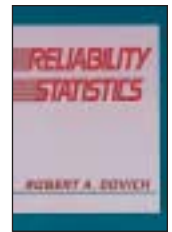
Robert A. Dovich

Statistical applications for quality and reliability engineering personnel are provided in this book. The book provides solutions to many common reliability applications, gives examples for every operation, and contains many of the statistical applications found on the ASQ Certified Reliability Engineer exam.

1990. 93 pages. ISBN 0-87389-086-8. 7 x 10 softcover.

Item: **H0601**

List Price: \$33.00



# Six Sigma

## Applying the Science of Six Sigma to the Art of Sales and Marketing

Michael J. Pestorius

There are sufficient processes in place in almost any modern sales and marketing department to make them fertile ground for process improvement using Six Sigma's powerful DMAIC approach. This book provides a brief overview of Six Sigma and then several case studies of Six Sigma being applied to transactional processes. Some of the examples are classic Six Sigma projects, while others are simply the application of Six Sigma tools to some common sales and marketing challenges.

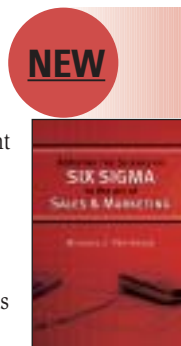
Some are skeptical that a standardized, fact-based problem-solving approach like Six Sigma can be applied to the "art" of sales and marketing. In fact, Six Sigma does not suppress creativity but rather provides a framework to help channel it. Six Sigma also provides those in sales and marketing guidance on where to begin solving a problem and what questions to ask along the way.

Available September 2006.

2007. Approximately 200 pages. ISBN 978-0-87389-696-2. 6 x 9 softcover.

Item: **H1280**

List Price: \$45.00



## The Certified Six Sigma Green Belt Handbook

Roderick A. Munro

ASQ's brand new Six Sigma Green Belt certification is here! And this is the book to help you prepare for the exam. This latest entry in ASQ's popular series of handbooks explicitly follows the certification's body of knowledge and addresses each topic to exactly the level Green Belts need. From lean and project management to statistics and data analysis, the DMAIC process is explained in a clear and insightful manner. Figures, tables, references, useful appendices, and a full sample test only add to this book's comprehensiveness.

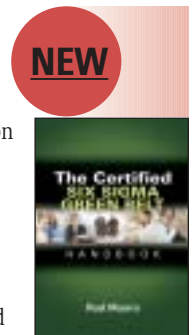
Current Green Belts will also find the handbook a useful reference as they tackle Six Sigma projects and continue their professional growth.

Available September 2006.

2007. Approximately 275 pages. ISBN 978-0-87389-698-6. 7 x 10 hardcover.

Item: **H1290**

List Price: \$105



## Implementing Design for Six Sigma: A Leader's Guide

Georgette Belair and John O'Neill

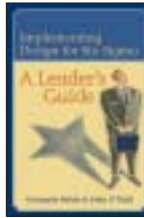
The main goal of *Implementing Design for Six Sigma* is to provide a game plan to help you "move the ball down the field" from your current product development world to one where DFSS has been embraced as a working part of your processes and culture. Whether the products you develop are made of metal and plastic, or money and mutual funds, this book will help you improve your development process so that you may deliver better products and services that your customers will want and want to pay for. From tangible products like cars and cough syrup to service products like mortgages and retirement plans, if you dig deeply into your new product development process and follow the guidelines in this book, you can and will implement major improvements.

2007. Approximately 300 pages. ISBN 978-0-87389-695-5. 6 x 9 hardcover.

Item: **H1283**

List Price: \$70.00

**NEW**



**CD-ROM**

## Applied Statistics for the Six Sigma Green Belt

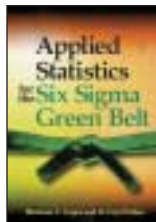
Bhisham C. Gupta and H. Fred Walker

*Applied Statistics for the Six Sigma Green Belt* is a desk reference for Six Sigma Green Belts or beginners who are not familiar with statistics. As Six Sigma team members, Green Belts will help select, collect data for, and assist with the interpretation of a variety of statistical or quantitative tools within the context of the Six Sigma methodology. This book will serve as an excellent instructional tool developing a strong understanding of basic statistics, including how to describe data both graphically and numerically. Its specific focus is on concepts, applications, and interpretations of the statistical tools used during, and as part of, the design, measure, analyze, improve, and control (DMAIC) methodology.

2005. 368 pages. ISBN 0-87389-642-4. 6 x 9 hardcover.

Item: **H1236**

List Price: \$85.00



## Computer-Based Robust Engineering: Essentials for Design for Six Sigma

Genichi Taguchi, Rajesh Jugulum, and Shin Taguchi

It's impossible to imagine engineering projects these days carried out without computers and information technology. This book blazes a new trail in that it fully describes the use of robust engineering methods in computer applications. And since the use of these methods is extremely effective in enhancing overall performance and cost effectiveness, the authors postulate that robust engineering methods must also play a crucial role in Design for Six Sigma activities in all areas that include software and information technology.

2005. 240 pages. ISBN 0-87389-622-X. 6 x 9 hardcover.

Item: **H1201**

List Price: \$55.00



## Applied Data Analysis for Process Improvement

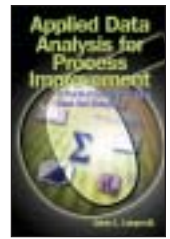
James L. Lamprecht

At last, a book that offers the reader a practical approach to process improvement using examples of common problems faced by data analysts on a daily basis. Author James Lamprecht, an experienced, widely published statistician, Master Black Belt, teacher, and consultant, has succeeded in combining examples that guide the reader through data analysis, Six Sigma project definition, conducting experiments, graphical analysis, and errors to avoid, all in one concise text. Unlike other books on data analysis, Lamprecht steers clear of classic, or "perfect" examples, preferring instead to address the everyday issues that data analysts confront and explain the value certain data offer and do not offer. There are numerous graphs that illustrate ways to intuitively analyze data.

2005. 304 pages. ISBN 0-87389-648-3. 6 x 9 softcover.

Item: **H1246**

List Price: \$60.00



## Design for Six Sigma as Strategic Experimentation: Planning, Designing, and Building World-Class Products and Services

H.E. Cook

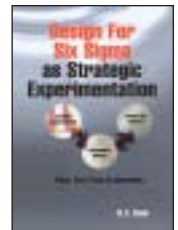
Design for Six Sigma (DFSS) is a data-driven quality strategy for designing products and processes, and is an integral part of a Six Sigma quality initiative. DFSS consists of five interconnected phases—define, measure, analyze, design, and verify. *Design for Six Sigma as Strategic Experimentation* (DFSS/SE) takes this a step further by developing a practical, science-based methodology for guiding the product realization process for highly competitive markets. Forecasts of cash flow, market share, and price are used to select the final design from among the alternatives considered. A single formalism is used to integrate the tasks and responsibilities of marketing research, product planning, finance, design, engineering, and manufacturing within the overall product realization process.

*Design for Six Sigma as Strategic Experimentation: Planning, Designing, and Building World-Class Products and Services* explains DFSS/SE in a thorough manner that anyone can implement in the product development process. Use of the methods demonstrated in this book will help streamline the production process, saving time and money, and lead to improved quality and greater profitability.

2005. 384 pages. ISBN 0-87389-654-9. 7 x 10 hardcover.

Item: **H1234**

List Price: \$85.00



**CD-ROM**

## Six Sigma and Related Studies in the Quality Disciplines: The Best on Quality Book Series, Volume 14

Kenneth Stephens, editor

2003. 256 pages. ISBN 0-87389-583-5. 6 x 9 softcover.

Item: **H1187**

List Price: \$40.00



# Six Sigma

## Six Sigma for the Office: A Pocket Guide

Roderick A. Munro

The principles of Six Sigma are being used in nearly every industry to reduce waste and improve performance. However, most books on the subject are written only for those in manufacturing, and specifically for engineers or those with a high level of technical expertise. Meanwhile, those working in offices receive little or no information on how to use Six Sigma in their environments. Now best-selling author Rod Munro has written a convenient book explaining the tools of Six Sigma, specifically tailored to those in the office. *Six Sigma for the Office* is a convenient guide for anyone working on Six Sigma projects in nonmanufacturing environments. Written for those at the Green Belt level, this book will help explain the Six Sigma tools and show how they apply to those working in an office. All of the examples in the book are taken from the office environment, so office workers will easily identify and be able to apply these tools in their own jobs.



2003. 176 pages. ISBN 0-87389-564-9.  
3½ x 5½ spiralbound.

Item: **H1169**

List Price: \$22.00

## Defining and Analyzing a Business Process: A Six Sigma Pocket Guide

Jeffrey N. Lowenthal

Many references on Six Sigma stress the importance of defining processes. All too often, practitioners on a Six Sigma project rely on flowcharts for this crucial step. Unfortunately, flowcharts only show decision points, and the steps taken to reach those decisions are overlooked, including vital departmental interactions and communication patterns. This is the focus of *Defining and Analyzing A Business Process*, which helps to fill the gaps found on flowcharts and provides a more complete big-picture view of the processes. The book moves away from theory and jumps headlong into a systemic approach to change. As a pocket guide, it can easily be used as a reference or as a teaching aid, and is ideal for anyone who uses processes at any level.



2003. 88 pages. ISBN 0-87389-551-7. 3½ x 5½ spiralbound.

Item: **H1164**

List Price: \$22.00

## The Six Sigma Journey: From Art to Science

Larry Walters

Often the most difficult part of the Six Sigma process is getting everyone to understand and completely support the initiative. This book is a fictional novel that follows the main character, Barry, as he implements Six Sigma in his company. This includes a discussion of what makes the people who oppose it, what is needed to make Six Sigma work, and the many successes and failures along the way. Through the use of examples and the lives of the characters, the reader gains an understanding of not only the technical aspect of Six Sigma, but also the human side.



2002. 216 pages. ISBN 0-87389-552-5. 6 x 9 softcover.

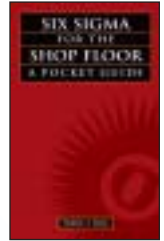
Item: **H1163**

List Price: \$35.00

## Six Sigma for the Shop Floor: A Pocket Guide

Roderick A. Munro

The tools and methods of Six Sigma, used for improving performance and eliminating defects, are revolutionizing the way businesses operate. Most books on the topic are exhaustive references written for engineers or management. Very little is available for regular employees who often have little or no understanding of the Six Sigma principles that are guiding their company's performance. This pocket guide was written specifically to be used daily by the workers on the shop floor, and provides a very basic introduction to the Six Sigma process. By focusing on the problem-solving nature of Six Sigma, this book explains how these principles should be used in conjunction with daily work. This convenient pocket-sized book is perfect for the Green Belt, clarifying the confusing "buzz" terms surrounding Six Sigma by explaining how to manage the tools currently being used to meet Six Sigma requirements.



2002. 192 pages. ISBN 0-87389-516-9.

3½ x 5½ spiralbound.

Item: **H1114**

List Price: \$22.00

## Six Sigma Project Management: A Pocket Guide

Jeffrey N. Lowenthal

The Six Sigma revolution is changing the way

business is done. Based on the author's own experiences and case studies, *Six Sigma Project Management* explains how to best manage projects using the Six Sigma initiative. At the heart of this book is the Six-Step Six Sigma Methodology, which serves as a roadmap for change, a sequential model that can be followed when deploying a sigma initiative within any company. A short and concise guide, it is straightforward and contains many graphics and flowcharts, which makes the information easy to follow and the book simple to use.



2002. 130 pages. ISBN 0-87389-519-3. 3½ x 5½ spiralbound.

Item: **H1127**

List Price: \$22.00

## The Six Sigma Path to Leadership: Observations from the Trenches

David H. Treichler

*The Six Sigma Path to Leadership: Observations from the Trenches* was written to serve as a support guide for leaders who may get lost or frustrated on their journey toward Six Sigma improvement.

*The Six Sigma Path to Leadership* is not intended to teach the specific tools or techniques of Six Sigma, but rather to inspire and motivate Six Sigma professionals to lead and teach others in the organization. The stories shared within will spark readers' imaginations and help them get the most out of their efforts.

2004. 270 pages. ISBN 0-87389-615-7. 7 x 10 hardcover.

Item: **H1214**

List Price: \$60.00





## Business Performance Through Lean Six Sigma: Linking the Knowledge Worker, the Twelve Pillars, and Baldrige

James T. Schutta

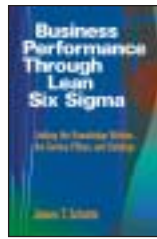
Lean Six Sigma is helping to vitalize many small and large organizations by paying attention to the customer's needs and providing processes with smaller amounts of variation to consistently meet and even exceed those needs. This task is completed when the organization understands its processes better and controls those inputs and the process variations that will affect the customer's needs the most.

The purpose of this book is to develop the concepts of the Twelve Pillars, which support the Six Sigma improvement process, tie this to both the Malcolm Baldrige Criteria and lean, and then cover the areas that should be considered during the implementation of the Six Sigma process. The executive management of every organization must read this book to establish the foundation for the Lean Six Sigma concepts to become part of the operating style of the corporation. The tools discussed in this book are just as applicable for making management decisions based on data as they are for the Black Belts and knowledge workers of the process.

2006. 336 pages. ISBN 0-87389-658-0. 7 x 10 softcover.

Item: **H1247**

List Price: \$70.00



## Value-Driven Channel Strategy: A Lean Approach

R. Eric Reidenbach and Reginald Goeke

Managers from a number of distinct organizational areas such as marketing, quality, logistics, Six Sigma, total quality management (TQM), and customer relationship management (CRM), as well as market research and business intelligence, will find this book useful and interesting, and it will challenge them to think about the way they view their business. The book is pertinent not only to manufacturing but also service organizations that move products/services through channels of distribution. The principles outlined in this book apply equally to commercial banks, healthcare, and insurance as they do to the automotive or pharmaceutical industries.

2006. 192 pages. ISBN 0-87389-659-9. 6 x 9 hardcover.

Item: **H1253**

List Price: \$55.00



## Nan: A Six Sigma Mystery

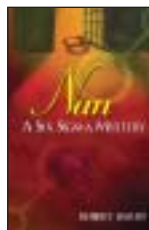
Robert Barry

Six Sigma concepts are readily being applied in many non-manufacturing fields, including healthcare, which is an industry scrutinized like few others. But how does Six Sigma work? That is the goal of *Nan: A Six Sigma Mystery*, which helps explain these concepts in an easy to follow format, focusing on their application in the healthcare industry.

2004. 288 pages. ISBN 0-87389-612-2. 6 x 9 softcover.

Item: **H1209**

List Price: \$30.00



## Strategic Six Sigma for Champions

R. Eric Reidenbach and Reginald W. Goeke

The fundamental purpose of this book is to provide a guide that Six Sigma champions can follow to make better decisions regarding the purchase and conduct of customer value research.

Customer value is a metric that provides the much-needed detailed information regarding how customers *define* value. It also provides Six Sigma practitioners with a comprehensive understanding of value creation and delivery from its point of production to point of consumption. Customer value promises to unleash the total power of Six Sigma, enabling companies to mine even greater marketplace performance from their Six Sigma efforts.

2006. 152 pages. ISBN 0-87389-683-1. 6 x 9 softcover.

Item: **H1275**

List Price: \$40.00



## Transactional Six Sigma for Green Belts

Samual Windsor

Six Sigma, originally introduced by the manufacturing sector, is rapidly gaining the attention of many companies in the service sector. The difficult part for any Green Belt in training is learning when to apply what tool, and particularly so for those in banking, healthcare, and other non-manufacturing environments that have never heard of terms like "process capability," much less calculated it. This book explains the tools in a Six Sigma Green Belt's arsenal and gives examples that are designed to provoke thoughts of the tools' applications in transactional situations.

2006. 168 pages. ISBN 0-87389-671-8. 6 x 9 softcover.

Item: **H1266**

List Price: \$35.00



## Nan's Arsonist: A Six Sigma Mystery

Robert Barry

The successes of Six Sigma have been well documented, but yet it still remains a daunting mystery for many who are unsure what it actually is or how it works. This book is intended to help break down those questions by explaining Six Sigma in an easy to read format, using a fun mystery story to convey the message.

2004. 320 pages. ISBN 0-87389-626-2. 6 x 9 softcover.

Item: **H1210**

List Price: \$30.00



# Six Sigma

## The Certified Six Sigma Black Belt Handbook

Donald W. Benbow and T.M. Kubiak

*The Certified Six Sigma Black Belt Handbook* is the most comprehensive reference for all Six Sigma Black Belts (or anyone planning to become a Black Belt) currently available. Written by two uniquely qualified experts, all aspects of Six Sigma are covered, from its value and history to the voice of the customer, project management, all requisite methodologies and tools, testing and analysis, lean enterprise, design for Six Sigma, failure mode and effects analysis, and much more. The authors numbered the chapters to align with the body of knowledge specified for the ASQ Certified Six Sigma Black Belt examination; therefore, if you're struggling with a particular point in the body of knowledge, you can easily refer to the correspondingly numbered chapter or section of the book for explanation and clarification.

2005. 376 pages. ISBN 0-87389-591-6. 7 x 10 hardcover.

Item: **H1176**

List Price: \$105.00



## Six Sigma for the Next Millennium

Kim H. Pries

The deployment and implementation of Six Sigma requires that management shift from talk to action, from slogans to data, from opinions to experimentation and control. The Six Sigma strategy spells out the drivers of the program, the implementers, the quality tools, and systems for improvement, and underlines the need for reliable measure of progress in various domains, including customer satisfaction, organization profitability, human resources, and quality. This book was written to follow ASQ's Six Sigma Black Belt body of knowledge. It walks the reader through the Six Sigma process at about a medium-level of detail. The author supplies the Black Belt candidate with enough information to pursue the ASQ Certified Six Sigma Black Belt examination aggressively, either with the material in the book or with the indicated ancillary works.

2006. 408 pages. ISBN 0-87389-656-4. 8½ x 11 softcover.

Item: **H1245**

List Price: \$80.00



# Software Development

## Safe and Sound Software: Creating an Efficient and Effective Quality System for Software Medical Device Organizations

Thomas H. Faris

This book provides information and recommendations to help regulatory affairs and quality managers and consultants of software medical device design and development organizations navigate the complex course of regulatory compliance, operational excellence, product quality, and customer satisfaction to create an effective and efficient quality system. Software organization executives, functional managers, and other interested coworkers can also utilize this book to secure a general understanding of the subject matter.

2006. 368 pages. ISBN 0-87389-674-2. 6 x 9 softcover.

Item: **H1262**

List Price: \$50.00



## Zero Acceptance Number Sampling Plans, Fourth Edition

Nicholas L. Squeglia

1994. 34 pages.  
ISBN 0-87389-305-0.  
8½ x 11 softcover.

Item: **H0862**

List Price: \$35.00



## Fundamental Concepts for the Software Quality Engineer

Taz Daughtrey, editor

2002. 300 pages.  
ISBN 0-87389-521-5.  
7 x 10 hardcover.

Item: **H1115**

List Price: \$60.00



## ISO 9001:2000—Achieving Compliance and Continuous Improvement in Software Development Companies

Vivek (Vic) Nanda

Due to the unique nature of the software development process, the software industry has often regarded the ISO standards as difficult to interpret and implement. This new book was written to demystify the ISO 9001:2000 requirement for software development and facilitate the adoption of the ISO 9001:2000 standards in the software development industry. All examples are in the language and context of software development organizations and offer details on how a software development organization can comply with a stated requirement. Appendices and the accompanying CD-ROM includes a quality manual outline, templates and forms, sample audit questions, and acronyms.

2004. 288 pages. ISBN 0-87389-594-0. 6 x 9 hardcover.

Item: **H1183**

List Price: \$50.00



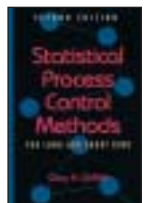
## Statistical Process Control Methods for Long and Short Runs, Second Edition

Gary K. Griffith

1996. 250 pages.  
ISBN 0-87389-345-X.  
8½ x 11 softcover.

Item: **H0900**

List Price: \$50.00



## The Weibull Analysis Handbook, Second Edition

Bryan Dodson

The purpose of this book is to provide practitioners with the tools necessary for Weibull Analysis. Step-by-step examples are used to illustrate each technique presented. Practitioners will find easy-to-follow roadmaps guiding them through every step of an analysis.

The majority of roadmaps have been incorporated into a computer program contained on an accompanying CD-ROM. Included are statistical tables, most examples worked in Microsoft Excel, a Windows-based software program for Weibull Analysis, and a user's guide for the Weibull software.

2006. 184 pages. ISBN 0-87389-667-X.  
6 x 9 softcover.

Item: **H1252**  
List Price: \$90.00

**NEW**



## Applied Data Analysis for Process Improvement

James L. Lamprecht

At last, a book that offers the reader a practical approach to process improvement using examples of common problems faced by data analysts on a daily basis.

Author James Lamprecht has succeeded in combining examples that guide the reader through data analysis, Six Sigma project definition, conducting experiments, graphical analysis, and errors to avoid, all in one concise text. There are numerous graphs that illustrate ways to intuitively analyze data.

2005. 304 pages. ISBN 0-87389-648-3.  
6 x 9 softcover.

Item: **H1246**  
List Price: \$60.00



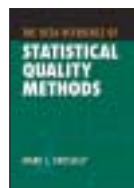
## The Desk Reference of Statistical Quality Methods

Mark L. Crossley

Arranged in alphabetical order, this book provides the quality practitioner with a single resource that will illustrate, in a practical manner, exactly how to execute specific statistical methods frequently used in the quality sciences.

2000. 452 pages. ISBN 0-87389-472-3.  
7 x 10 hardcover.

Item: **H1065**  
List Price: \$90.00



## Statistical Quality Control for the Six Sigma Green Belt

Bhisham C. Gupta and H. Fred Walker

This second book in a four-book series directed toward Six Sigma Green Belts focuses on statistical quality control (SQC), and covers such topics as: sampling, process set-up/verification and pre-control, control charts for variables and attributes, cumulative cum and exponentially weighted moving average control charts, process capability indices, measurement systems analysis, and acceptance sampling. Guidance is also given on the use of Minitab and JMP in doing these various SQC applications. Examples and sample problems from all industries appear throughout the book to aid a Green Belt's comprehension of the material.

Available November 2006.

2007. Approximately 350 pages.  
ISBN 978-0-87389-686-3.  
7 x 10 hardcover.

Item: **H1277**  
List Price: \$65.00

**NEW**



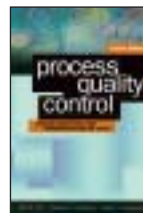
## Process Quality Control, 4th Edition

Ellis R. Ott, Edward G. Schilling, and Dean V. Neubauer

Additions to this revised edition include: the use of dot plots as an alternative to histograms; digidot plots; adding events to charts; emphasis on the role that acceptance control charts play in controlling risks and the computation of average run length; a new chapter devoted to process capability, process performance, and process improvement, including the use of confidence intervals for process capability metrics; narrow-limit gauging as another means of assessing the capability of a process; Six Sigma methodology; design resolution; scatter plot matrices as applied to datasets of higher dimensions; and a new chapter on measurement studies. The CD-ROM includes many papers on ANOM and ANOME published in the *Journal of Quality Technology*, as well as a comprehensive Excel add-in for performing these analyses and freeware versions of some useful graphing and statistical utilities.

2005. 680 pages.  
ISBN 0-87389-655-6.  
6 x 9 hardcover.

Item: **H1222**  
List Price: \$160.00



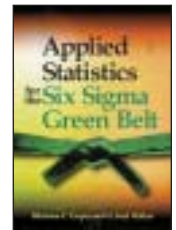
## Applied Statistics for the Six Sigma Green Belt

Bhisham C. Gupta and H. Fred Walker

*Applied Statistics for the Six Sigma Green Belt* is a desk reference for Six Sigma Green Belts or beginners who are not familiar with statistics. As Six Sigma team members, Green Belts will help select, collect data for, and assist with the interpretation of a variety of statistical or quantitative tools within the context of the Six Sigma methodology. This book will serve as an excellent instructional tool developing a strong understanding of basic statistics, including how to describe data both graphically and numerically. Its specific focus is on concepts, applications, and interpretations of the statistical tools used during, and as part of, the design, measure, analyze, improve, and control methodology.

2005. 368 pages. ISBN 0-87389-642-4.  
6 x 9 hardcover.

Item: **H1236**  
List Price: \$85.00



## The Certified Quality Technician Handbook

Donald W. Benbow, Ahmad K. Elshennawy, and H. Fred Walker

This book covers all of the topics listed in the Certified Quality Technician (CQT) body of knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, education, management, quality costs, sampling, and reliability will find this text helpful. Whether you want to brush up on skills needed in your profession, or review material before taking the CQT exam, this guide can help. Readers do not need a formal statistical background, nor is it necessary to attend a course before using this book.

2003. 232 pages. ISBN 0-87389-558-4.  
7 x 10 hardcover.

Item: **H1146**  
List Price: \$105.00



# Statistics/SPC

## SPC for Right-Brain Thinkers: Process Control for Non-Statisticians

Lon Roberts

*SPC for Right-Brain Thinkers* is not simply another made-easy book on the subject of statistical process control (SPC). The guiding principle in writing this book was to make SPC accessible to the large group of individuals who would readily characterize themselves as right-brain thinkers. The challenge that right-brained thinkers face in understanding and applying SPC goes beyond the math; it is also a matter of approaching the subject from a different perspective altogether—through the side door, if you will, where the inner workings of SPC may be seen in action. The book is also intended to serve the information needs of those who either own or work within the job processes wherein SPC is applied. Since right-brain thinkers are often inclined to gravitate to service-oriented jobs, the examples used in this book demonstrate the use of SPC in a service organization: a pseudo law firm called Advocate General. These examples demonstrate the basic principles of SPC in way that can be adapted to any situation.

2006. 128 pages. ISBN 0-87389-663-7. 6 x 9 softcover.

Item: **H1257**

List Price: \$33.00



## Glossary and Tables for Statistical Quality Control, Fourth Edition

ASQ Statistics Division

The new edition of the best-selling reference on statistical quality control has been updated to include definitions rewritten for a wider audience to grasp the meaning of technical terms. These definitions also parallel national and international standards and are categorized into sections that make it easy to identify by subject matter. New items added to this edition include a guide for control chart selection and g and h control charts. Basic statistical measures and equation examples make this an outstanding resource for every quality professional as well as a great resource for preparing for the Certified Quality Engineer, Certified Mechanical Inspector, and Certified Quality Technician's exams.

2005. 200 pages. ISBN 0-87389-631-9. 6 x 9 softcover.

Item: **H1197**

List Price: \$45.00



## Improving Performance Through Statistical Thinking

ASQ Statistics Division, Galen C. Britz, Donald W. Emerling, Lynne B. Hare, Roger W. Hoerl, Stuart J. Janis, and Janice E. Shade

*Improving Performance Through Statistical Thinking* presents a clear and practical explanation of statistical thinking without the typical equations and formulas. Concepts are integrated with basic tools using the *Memory Jogger II*. In addition, case histories provide real-world examples for readers to extend to their own processes while they learn how to implement statistical thinking in their organizations.

2000. 171 pages. ISBN 0-87389-467-7. 6 x 9 softcover.

Item: **H1060**

List Price: \$35.00



## Quality Engineering Statistics

Robert A. Dovich

This book is a compendium of many of the statistical tools and tests used by quality and engineering professionals. It is a practical handbook that lists significant statistical methods, outlines assumptions for testing, and provides formulas and completed examples. The book is ideal for engineers who know what type of test to perform but need an easy-to-use reference to help complete the task.

1992. 111 pages. ISBN 0-87389-141-4. 7 x 10 softcover.

Item: **H0679**

List Price: \$37.00



## The Handbook of Applied Acceptance Sampling: Plans, Procedures, and Principles

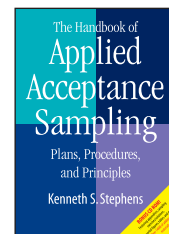
Kenneth S. Stephens

Written in clear and understandable terms, this book provides a modern approach to the subject of acceptance sampling and inspection. A bonus CD-ROM is included, which is loaded with appendices, problem exercises and solutions, tables, and graphs from the text that can be used beyond the applications in the book—making it an excellent practical guide for students or quality professionals.

2001. 538 pages. ISBN 0-87389-475-8. 7 x 10 hardcover.

Item: **H1062**

List Price: \$115.00



## Statistical Quality Control Using Excel, Second Edition

Steven M. Zimmerman and Marjorie L. Icenogle

This guide begins with introductions to the concepts of statistical quality control (SQC) and the use of spreadsheets. A review of Excel's features is followed by explanations of statistical distribution, outliers, and the analysis required for SQC methods. Basic SPC methods, such as p and np control charts, c and u control charts, and Pareto charts, are demonstrated. Practice problems, definitions of key terms, detailed graphics, and end-of-chapter summaries help make this book an outstanding tool to combine SQC with Excel software.

Includes CD-ROM with SQC templates, which will only run on Windows 95 or higher when running Excel '97 or higher.

2003. 430 pages. ISBN 0-87389-566-5. 7 x 10 softcover.

Item: **H1151**

List Price: \$85.00



## SPC Essentials and Productivity Improvement: A Manufacturing Approach

William A. Levinson and Frank Tumbelty

1997. 266 pages. ISBN 0-87389-372-7. 7 x 10 softcover.

Item: **H0937**

List Price: \$40.00



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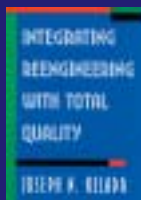
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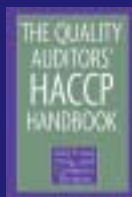
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