



Juran's Quality Planning and Analysis: For Enterprise Quality

By Frank M. Gryna

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Through four editions, "Juran's Quality Planning and Analysis: for Enterprise Quality" has provided students and professionals with an authoritative treatment of the subject that goes beyond statistical techniques. The Fifth Edition of this highly regarded classic book on managing for quality, combines the pioneering concepts of Dr. Joseph M. Juran and the teachings of the late Dr. Frank M. Gryna with the insights and experience of today's leading trainers and consultants at the Juran Institute - Dr. Richard Chua, Executive VP & Six Sigma Practice Leader, and Joseph A. DeFeo, CEO & Executive Coach. The trademark Juran Institute approach has been retained, developing the viewpoint that the control of quality requires managerial, technological, statistical, and behavioral concepts throughout all major functions of an organization. With real-world problems provided in each chapter, students are faced with realities that confront managers, designers, engineers, marketers, operations personnel, users, and others involved in the quality function. Students are required to make assumptions, estimate economics, reach conclusions from incomplete facts, and otherwise adapt themselves to the imperfect world of the practitioner. An instructor's manual supports the text, providing solutions, additional questions, and case examples. Modular organization of topics into four parts enables instructors (and the reader) to customize topic coverage easily for different classes, as follows: Foundation, Managerial Concepts, Functional Applications and Statistical Techniques. This book is very useful for: senior-level undergraduate and graduate classes in business and engineering schools; practitioners of Quality including those preparing for the ASQ certification examinations: Certified Quality Engineer, Quality Manager, Software Quality Engineer, and Reliability Engineer; executives and practitioners of Performance Excellence, Operational Excellence, Six Sigma and Lean; and, Black Belt and Green Belt workshops.

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