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Process Capability Indices in Theory and Practice

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A basic concern in many quality-oriented organizations is whether they are *capable* of meeting their customers' expectations. And if so, how capable? The difficulty encountered in answering this seemingly straightforward question has sparked an avalanche of research and debate around the world. One method that has gained widespread industrial acceptance is the use of process capability indices to describe the relationship between the process output and the product tolerances. This book describes all of the various indices and shows how to use them in a format that is easy to use and understand.

Using process capability indices to express process capability has simplified the process of setting and communicating quality goals, and their use is expected to continue to increase. This book therefore covers material essential for quality engineers and applied statisticians who are interested in maximizing process capability. Written by leading experts, the book combines academic rigor with a lively and entertaining style and conveys the authors' enthusiasm for the subject.

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