

# QUALITY PROCESS IMPROVEMENT

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## Contents

- 1 Diagnosing a Process
    - 1.1 Introduction
    - 1.2 Basic Tools for Diagnosing a Process
  - 2 Stabilizing and Improving a Process
    - 2.1 Introduction
    - 2.2 Control Charts for Attributes
    - 2.3 Control Charts for Variables
    - 2.4 Special Control Charts
  - 3 Improving Performance of a Process
    - 3.1 Introduction
    - 3.2 Process Capability and Improvement Studies
- Bibliography

## 1 DIAGNOSING A PROCESS

### 1.1 Introduction

Quality process improvement starts with a diagnostic journey where problems are identified. Remedial activity will be taken and the process will be continuously monitored afterward. The common activities taken in the diagnostic journey are analyzing symptoms, formulating hypotheses, testing hypotheses, and identifying causes. Table 1 describes basic tools for the diagnostic journey. A description of them is given in Section 1.2.