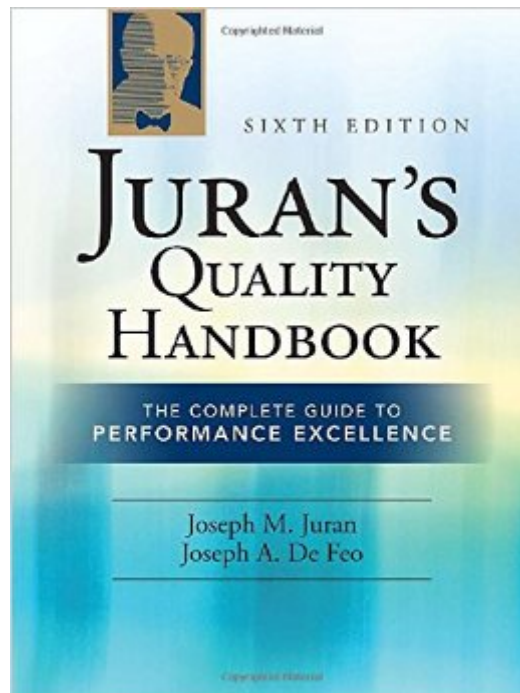


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# Juran's Quality Handbook: The Complete Guide To Performance Excellence 6/e



## Synopsis

The definitive quality management compendium--revised for the first time in a decade For more than 50 years, Juran's Quality Handbook has been the singular essential reference to quality management and engineering. The Sixth Edition--the first revision of the Handbook in 10 years--forges a new standard in tools for quality. Bringing leaders, managers, master and black belts, and engineers the most up-to-date methods, research, and tools, under the guidance of a team of the world's top experts, this authoritative resource shows how to apply universal methods for delivering superior results and organizational excellence in any organization, industry, country, or process. Juran's Quality Handbook, sixth edition covers: Leadership--what everyone needs to know about managing for superior quality and results Methods--the most effective methods and tools for attaining superior results, such as Lean, Six Sigma, Root Cause Analysis, Continuous Innovation, and more Industry applications--effectively applying quality management The roles of key functions--such as quality professionals, research and development, supply chain, and governance--and what they must carry out to attain superior results in an organization Performance excellence--pragmatic roadmaps, templates, and tools to aid in developing an effective and sustainable performance excellence system

## Book Information

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## Customer Reviews

At least up to the 4th edition (the last I had before this one), Juran's handbook could rightly be called

the "Quality Bible"--it contained something about virtually everything to do with quality as it was understood in the mid-to-late 20th Century. Just browsing through that book on a regular basis gave me a range of basic knowledge that proved to be literally priceless over the 25-plus years I worked as a quality engineer. However, I found this new edition to be biblical in another sense: It preaches the gospel of what I call "new age quality"--Six Sigma, Kaizen, Lean, and the other warm and fuzzy "initiatives" which have provided a nice living for consultants over the past 15 or 20 years. This theme is so constant that at times it seems that the chapters were all based on the same sacred tablet, to which the disciples simply inserted a few bits and pieces from their particular fields of interest. Even the graphics aren't immune. The "Juran Trilogy" diagram is first encountered on page 79. I found seven reproductions of essentially the same graphic in other chapters, and I may have missed a couple! The earlier editions of the handbook were great "nuts and bolts" resources for the quality practitioner. There was plenty of "quality management" material, to be sure, but there was a lot of solid technical material to go along with it. This edition is far less balanced, although to be fair there are still 130 pages or so dealing mainly with statistics, including material on measurement systems evaluation that I don't recall being in my '94 rendition.

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