

Implementing the Tools of Process Quality—A Policy Statement

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There are well-known fundamental ideas and tools associated with monitoring process quality and with process improvements. These ideas have been packaged and repackaged under different names and have taken on fad status. Fads come and go. Successful companies have implemented these methods and tools into their culture. Successful companies have grown their own approach internally, starting small and modifying as needed. Successful companies don't force participation. Successful companies develop a learn-by-doing approach. Success is measured as improved processes and quality, reduced variability,...

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