

Implementing Variability Reduction Across the Entire Organization



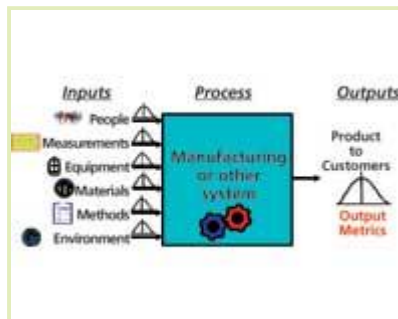
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The process model.

INTRODUCTION In his original work on the application of statistical thinking to the control of quality, Shewhart was focused on the application of these ideas to manufacturing processes (1, 2). This is clearly seen in the title of his book *Economic Control of Quality of Manufactured Product*. His ideas on special/common cause variation, control charting, and so on were presented from the perspective of controlling the quality of product from an individual manufacturing process, focusing on one quality metric at a time. Furthermore, he was referring to mass production where the testing of quality...

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