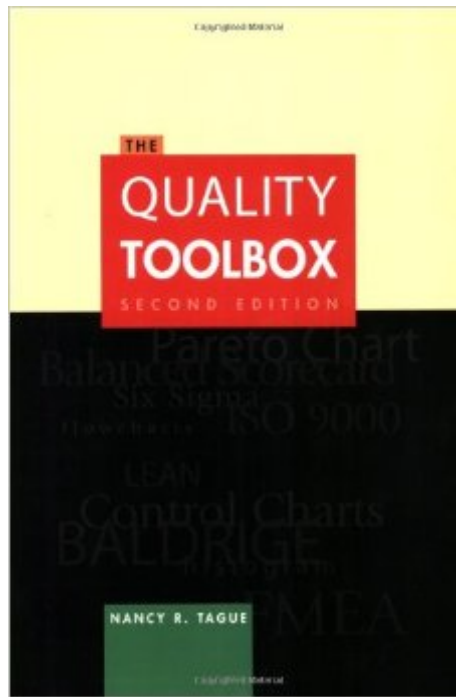


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# Quality Toolbox





## Synopsis

Book by Nancy R. Tague

## Book Information

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## Customer Reviews

This is just about the most relevant and useful quality book I have come across. It provides a comprehensive library of tools to use to solve different kinds of problems. Many of the tools covered in this book are covered elsewhere, but in this case the author has a knack for guiding the reader through a set-by-step process in a way that it was very easy for me to instantly apply the tools to my job. I also welcomed the fact that the book covers the overall history of the different quality methodologies. This is important because there are many choices to be made when it comes to choosing a quality methodology, so knowing where a tool came from helps you determine whether it applies to your particular problem. If your job relates to quality, this is money well spent.

This book is for the people that want to solve quality problems. For those of you that want to know the theory and never do anything with it but teach, would not want to read this book (no big words or long formulas). For the rest of us that are in the real world and need some structure to resolve quality problems (in the real world) GET THIS BOOK! It is a cookbook of how to USE these tools and when to use them. Best front line quality tool source I have ever seen (and I have 4 bookshelves full of them).



In updating this book, Tague has added more than 30 tools and several variations. This book gives easy to follow step by step instructions for the tools to be used. Second edition uses icons with each tool description which makes easy to identify the tool and the applications for the reader.

This is one of the best books I have ever reviewed. It is so easy to know the quality tools but understanding the tools is the key to effective implementation. The book provides a comprehensive review of all the tools in the quality profession with indexed case studies and applications. I use the quality tools while training Meirc participants on Total quality, six sigma, simplification of work processes and procedures in Dubai seminars and it is certainly has gained our participants lots of benefits on applying these tools. I would highly recommend this book for all quality professionals in the quality management and training.

I am a CQE & Six Sigma Black Belt and have owned this book for a little over two years now. This book provides a very handy and useful reference for the tools used in problem-solving, quality management, six sigma and project management as well. The Tool Matrix in the first chapter divides the tools under various categories and helps to identify the right tool needed for a certain stage or situation. The chapter on Quality Improvement Stories show the use of these tools in successful continuous improvement projects. The quality tools are arranged in alphabetical order with details like when, what and how with a very relevant example. This text is recommended for anyone in the area of quality/process improvements. It is a learning book for beginners and reference for advanced users.

This is not so much a book to be read from cover to cover. Rather it is a collection of tools that can be used for analysing data and information. Although the title is "Quality Toolbox" which may lead one to think this is a text for implementing Quality Management and Continuous Improvement, it is much more. I am currently using this book to analyse an unstructured collection of data to undertake a research program into a relatively new field of telecommunications. Because the tools are separately described and their uses explained, this book can be used for a wide range of activities that require the collection and analysis of data by anyone who may need guidance in dealing with unstructured data and/or tools for process analysis and improvement.

This book is so well done. For Six Sigma and Quality professionals it will become one of your most well worn books.



The best reference book I have come across for quality improvement. The title describes it well - it is a toolbox that covers a broad selection of common quality tools. I've been working in quality improvement for 12 years and still refer to this book for clear instructions on how to use a tool.

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