Table of Contents

Acknowledgments	i
Summary	iii
Preface	V
Chapter One: Introduction	1
WHY A BOOK ON PROCESS CONTROL?	1
THE DEFINITION OF QUALITY	2
THE RELATIONSHIP OF QUALITY TO PROFIT	3
QUALITY COSTS	4
Internal Failure Costs	4
External Failure Costs	4
Appraisal Costs	4
Prevention Costs	4
QUALITY, MONEY, & EXECUTIVES	5
IMPROVEMENT	6
Chapter Two: The Role of	
A Process/Quality Engineer	9
JOB TITLES	9
Process Engineer	9
Quality Engineer	10
ENGINEER RESPONSIBILITIES AND TASKS	10
COMPETENCE QUALIFICATIONS	11
INTERDEPARTMENTAL	
SUPPORT & CONTRIBUTION	12

Chapter Three:				
The Goal of Process Control INTRODUCTION				
Conformity				
Improvement	16			
THE FUNDAMENTAL PRINCIPLE				
OF PROCESS CONTROL				
CHARACTERISTICS OF STABLE PROCESSES				
How many measurements				
is enough?	18			
What is an optimal study period?	18			
How do I set criteria				
for gathering data?	18			
STABILITY ASSESSMENT	21			
PROCESS CAPABILITY ASSESSMENT				
Terminology	24			
Short-Term Process				
Capability Studies	26			
Long-Term Process				
Capability Studies	29			
Attribute Process Capability	29			
Chapter Four: Process Success:				
An Overall Perspective	31			
THE PROCESS APPROACH	32			
Inputs and Outputs	32			
Process Owner	33			
Metrics	33			
Human Resources	34			
Capital Resources	34			
THE ORGANIZATION AS				
INTER-DEPENDENT PROCESSES	35			

36

LEAN MANUFACTURING: FLOW AND WASTE	36	Chapter Five-D: Method	93
THE OVERALL PERSPECTIVE	37	IMPORTANCE OF STANDARD WORK	93
		ONE "BEST WAY"	94
Chapter Five: That Which		WHY STANDARD WORK IS THE "BEST WAY"	94
Must Be Controlled	39	HOW TO MAKE STANDARD	
INTRODUCTION	39	WORK LESS RESTRICTIVE	95
CLASSIC CAUSE AND EFFECT DIAGRAM	39	Improvement and PDCA	96
		THE IMPORTANCE OF DOCUMENTATION	97
Chapter Five-A: Man	41	Document Rigidity	97
SAFETY AS A PRIORITY	42	Documentation Creation and Use Reaction Plans	97 98
COMPETENCE	42	Revision and Approval Processes	99
Defining Competence	42	ERGONOMICS	100
Controlling Competence	43	Importance of Ergonomics	100
Competence Training	44	Identifying MSD Issues	102
SKILL DEVELOPMENT	46	MSD Risk Reduction	103
HUMAN FACTORS	47	Ergonomic Resources	103
Traits and Limitations	47	CONTROL OUT-SOURCED PROCESSES	104
Engineering and Design for Humans	48	MONITORING AND MAINTAINING	
HUMAN ERROR	49	ADHERENCE TO METHODS	105
Rasmussen and SRK	49	Feedback	105
Categories of Errors	50	Audits	105
Reason and GEMS	52	Refresher Training	109
SRK Error Prevention Strategies	55	Chapter Five-E: Measurement	111
The Learning Curve	58	PURPOSE OF MEASUREMENT	
Human Reliability	59	SYSTEM CONTROL	111
Error Proofing Concepts	62	VARIABLE MEASUREMENT ERROR TERMS	112
Chapter Five-B: Machine	65	Bias	112
APPROACH TO EQUIPMENT CONTROL	65	Repeatability	113
MACHINE DESIGN/DEVELOPMENT	66	Reproducibility	113
	67	Linearity	114
MACHINE VALIDATION		Stability	115
MACHINE SETUP VERIFICATION	70	ATTRIBUTE MEASUREMENT ERROR TERMS	117
MAINTAINING EQUIPMENT PARAMETERS	72	Miss Rate	117
TOOLING MANAGEMENT	73	False Alarm Rate Overall Effectiveness	117 118
SOFTWARE PROGRAM CONTROL	78	Inter-rater Agreement	118
Key Elements of		Reference Agreement	118
Software Control	79	IMPORTANT GAGE TERMINOLOGY	118
PREVENTIVE MAINTENANCE	80	Sensitivity	118
PREDICTIVE MAINTENANCE	81	Resolution	119
Chautau Fina Ca Matariala	02	Calibration	120
Chapter Five-C: Materials	83	Verification	122
CRITICAL MATERIALS	83	Validation	122
SUPPLIED MATERIAL CONTROL	86	DETERMINING ACCEPTABLE	400
SUPPLIER MANAGEMENT		MEASUREMENT ERROR	122
AND ENGINEERING SUPPORT	88	CONTRIBUTORS TO	124
INVENTORY CONTROL AND		MEASUREMENT ERROR Standard	124
ENGINEERING SUPPORT	90	Workpiece	125
CHANGE CONTROL FOR MATERIALS	90	Instrument	126
		Person	126

Procedure	127	Chapter Eight:
Environment	127	Achieving Process Success
Gage Control	128	SIGNIFICANT CHANGE
NONDESTRUCTIVE TESTING CHALLENGES	129	
VISUAL INSPECTION CHALLENGES	131	DECLARING VICTORY
		Scale and Format Manipulation
Chapter Five- F: Environment	135	Providing Inadequate Context Providing a False
ENVIRONMENTAL FACTORS	135	Sense of Confidence
5S: A CONTROL METHOD	136	PROBLEM SOLVING
The Classic Wastes	138	Resolving Performance
The Beautiful Foundry	140	Improvement Problems
CULTURAL FACTORS	140	Resolving Nonconformance
OLI ORAL I ADI ORO	140	Problems
Chapter Six: Documenting		ROOT CAUSE ANALYSIS
Process Design	143	Why-Why Analysis
		Cause and Effect Analysis
PROCESS DESIGN OUTPUTS	144	
Process Flow Diagram	144	Chapter Nine: Final Words
Process Control Plan Job Specific Work	145	HOW TO START
Instructions and Control Points	145	
Limit Standards and Master Parts	146	WHERE TO BEGIN?
Job-Specific Training Materials	147	BUILDATEAM
Programs and Digital Data	147	BE USEFUL
Quality Standards	148	WHO AM I?
MAINTAINING CURRENCY		Fixer
OF PROCESS OUTPUTS	148	Firefighter
SYSTEM FOUNDATION	149	Insurance Agent
Document and Data Control	149	Traveler
Supplier Management	150	Farmer
Maintenance and	100	Servant
Facility Management	150	CLOSING REMARK
Human Resources	150	
Management System Audit	150	Index
Chapter Seven:		
Assessing Process Design	151	
PROCESS DESIGN AND DEVELOPMENT	153	
PROCESS VALIDATION	154	
Approving New		
Operating Equipment	154	
Approving New Measurement	4=4	
or Test Equipment	154	
Approving New Materials	155	
Initial Parts Production	155	
MASS PRODUCTION SURVEILLANCE	156	