

## World class quality: using design of experiments to make it happen

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### Abstrak

Bhote, a highly-experienced quality consultant, presents the Design of Experiments tools created by quality guru Dorian Shainin. The author explains and elucidates in a clear and nontechnical style how Shainin's techniques work and how to apply them to a company's quality problems. Readers will see that these proven techniques not only solve quality problems but prevent them from developing in the first place. Included are case studies to illustrate all techniques and practice exercises.