

CONTENT

	Page
Translator's Introduction	v
Chapter I My Encounter with Quality Control	1
Chapter II Characteristics of Japanese Quality Control	13
Chapter III The Essence of Quality Control	43
Chapter IV Quality Assurance	73
Chapter V Total Quality Control	89
Chapter VI TQC Is a Thought Revolution in Management	103
Chapter VII Do's and Don'ts for Top and Middle Management	121
Chapter VIII QC Circle Activities	137
Chapter IX Quality Control for Subcontracting and Purchasing	155
Chapter X Quality Control in Marketing : Distribution and Service Industries	171
Chapter XI Quality Control Audit	185
Chapter XII Utilization of Statistical Methods	197
Index	207