



Quality Improvement Through Planned Experimentation

Ronald Moen, Thomas Nolan, Lloyd Provost

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Updated to include the latest in experiment design, this breakthrough resource offers a comprehensive framework for the sequential building of knowledge -- a model for improvement -- that is key to making improvements. Step by step, you discover the tools and properties of sound experiments, the methods of planned experiments, and their application to the design of new and improved products and services.

Case studies of experiments in action, and forms and checklists facilitate the adoption of the methods into your daily work. The Second Edition includes new and expanded coverage of how to:

- * Test changes to products, processes, and systems
- * Evaluate the measurement process
- * Extend planned experiments to large systems
- * Apply experiments to new product design

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