

Contents

Kaoru Ishikawa, the Man and Quality Control

PART IV

Prof. Kaoru Ishikawa's Message to Us

Chapter 15	The Research of Dr. Ishikawa	383
15.1	Special Features of Dr. Ishikawa's Writings	383
15.2	Proposal by Dr. Ishikawa	387
15.3	Quality Assurance	395
15.4	Management Concept	401
15.5	Administrative Methods on Quality Control	405
15.6	The Statistical Method, and the Design of Experiments	411
15.7	Transfer of TQC to Overseas	412
15.8	QC in the Service Industry	414
Chapter 16	A Collection of Dr. Ishikawa's Quotes	415
16.1	Precepts from Dr. Ishikawa's Life	415
16.2	Quality Control in General	417
16.3	What is Quality Assurance?	425
16.4	Control and Standardization	429
16.5	Problem Solving, Statistical Method	432
16.6	TQC promotion	434
16.7	TQC Implementation for New Product Development, Manufacturing, and Marketing	438
16.8	Overseas	442