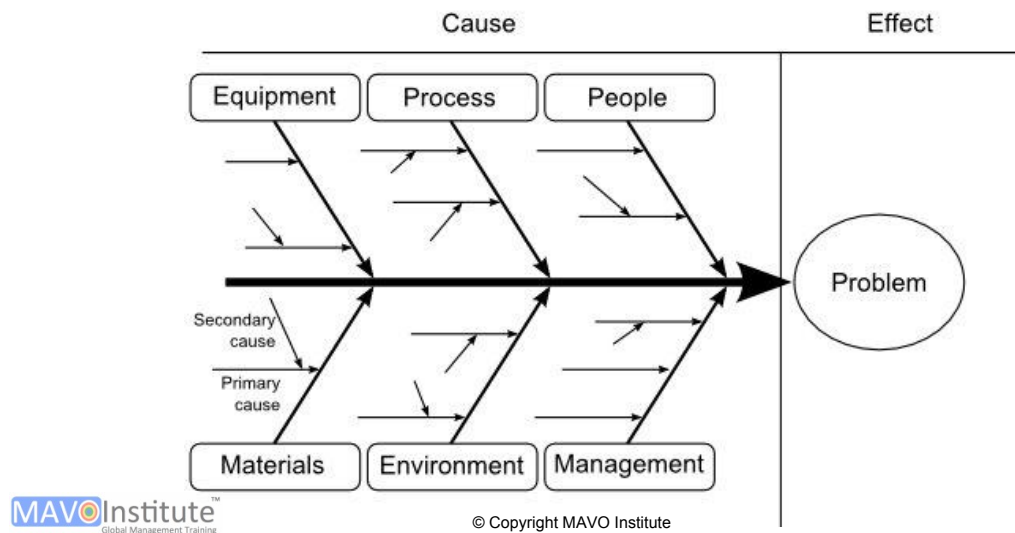


# Managing Quality

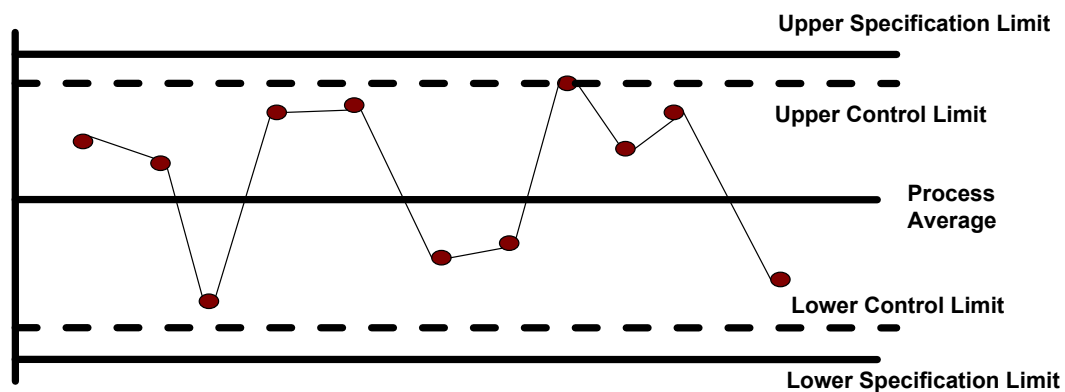
Be a yardstick of quality. Some people aren't used to an environment where excellence is expected.

Steve Jobs

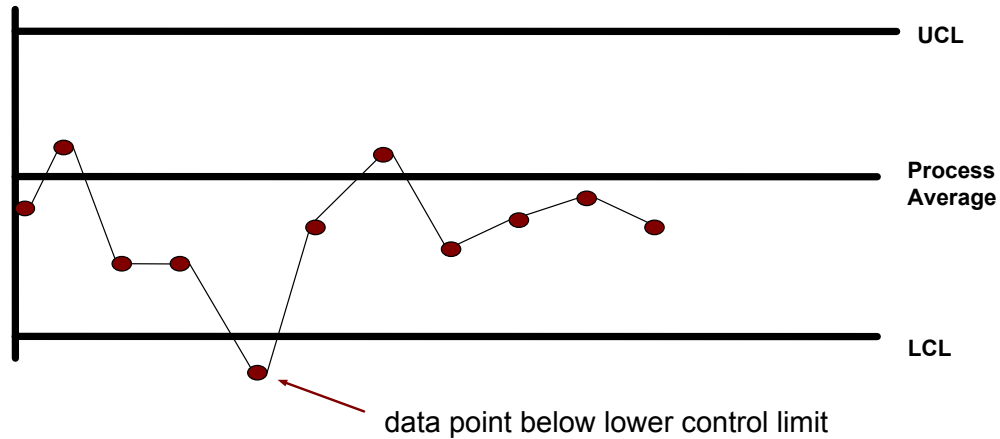
## Cause-and-Effect Diagram



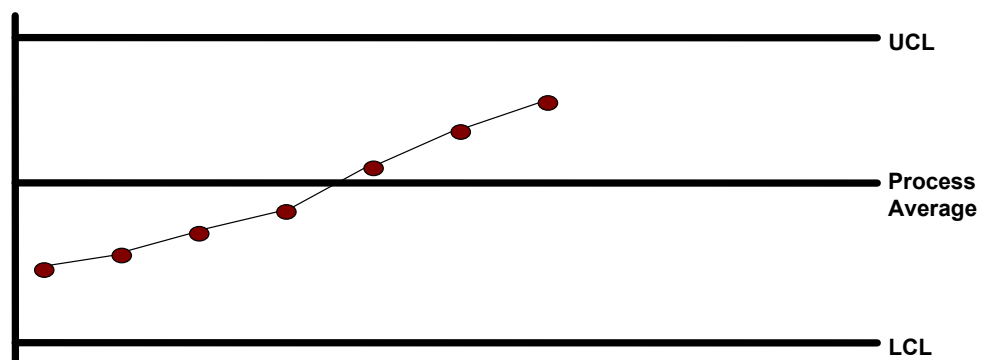
## Sample Control Chart – Process in Control



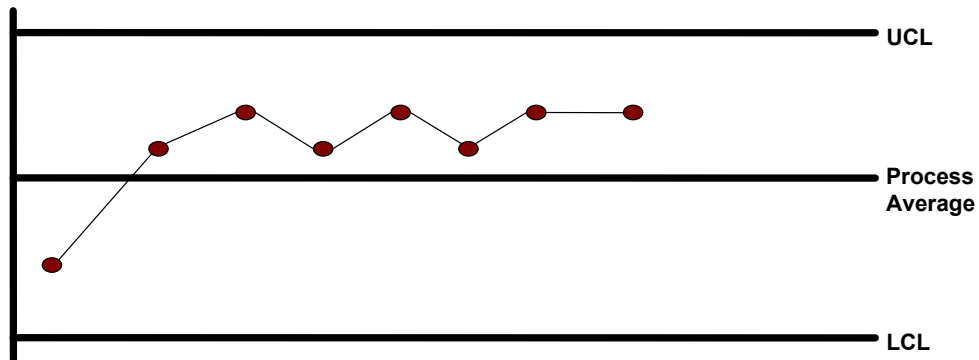
## Control Chart – Out of Control



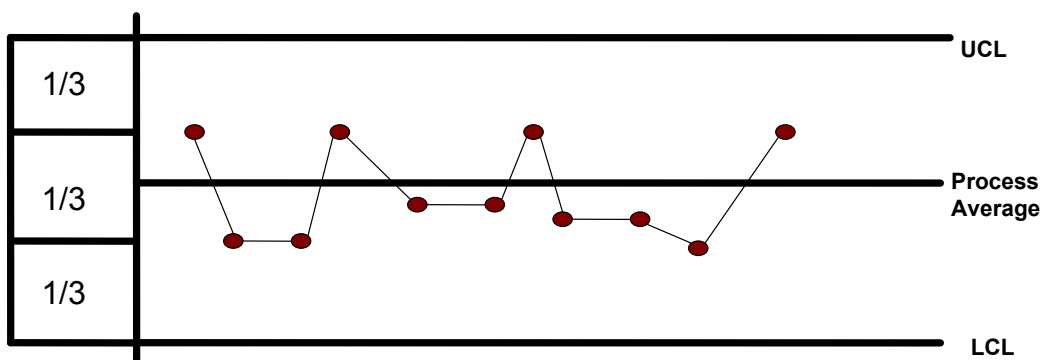
## Control Chart – Trends



## Control Chart – Process Run

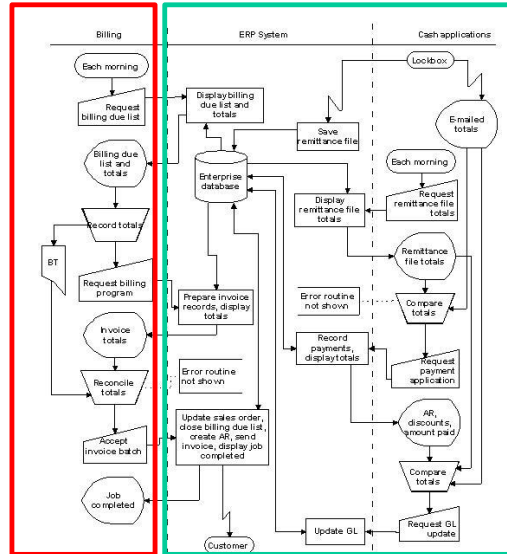


## Control Chart – Hugging the Center



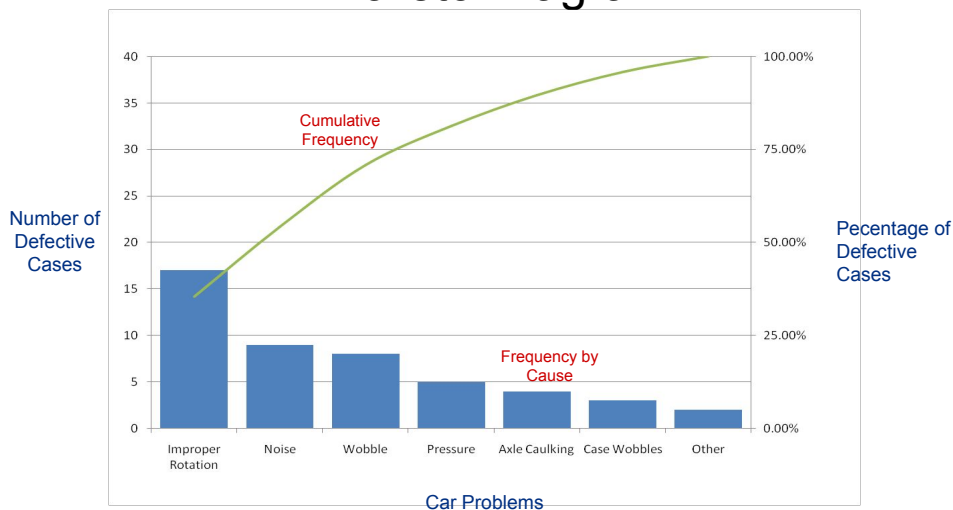
## Flow Charts

Process  
Flow Chart

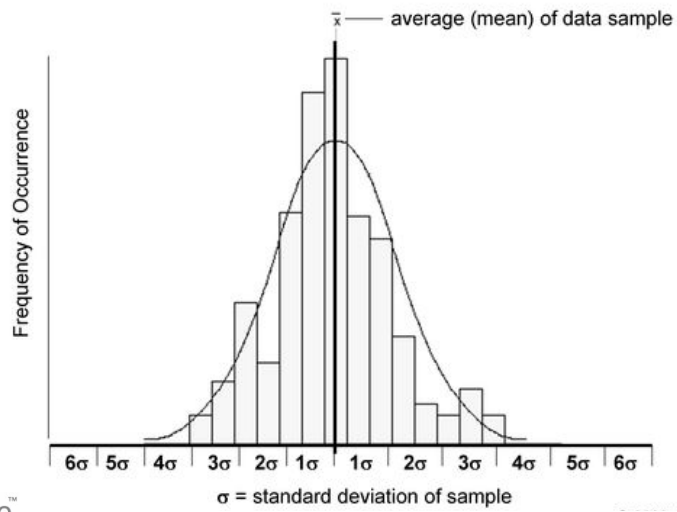


System (Data)  
Flow Chart

## Pareto Diagram



# Histogram



# Scatter Diagram

