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## 16.0. CHAPTER PRELIMINARIES

### High Points of This Chapter

#### Introduction

#### Juran's RCCA

#### Phase 1: Define and Identify the Problem

#### Is the Problem Sporadic or Chronic in Nature?

#### Phase 2: Analyze and Diagnose the Cause

#### Phase 3: Improve or Remedy the Cause

#### Phase 4: Control to Hold the Gains

#### Plan-Do-Study-Act

#### Just Do Its

#### References