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## BOOK REVIEW

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### GUIDE TO PREPARING THE CORPORATE QUALITY MANUAL (Quality and Reliability Series/51)

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A sample memo dated May 16, 1924, in which Walter A. Shewhart proposed the control chart for the analysis of inspection data, led to a broadening of the concept of inspection from emphasis on detection and correction of defective material to control of quality through analysis and prevention of quality problems. Subsequent concern for product performance in the hands of the user stimulated development of the systems and techniques of reliability. Emphasis on the consumer as the ultimate judge of quality services as the catalyst to bring about the integration of the methodology of quality with that of reliability. Thus, the innovations that came out of the control chart spawned a philosophy of control of quality and reliability that has come to include not only the methodology of the statistical sciences and engineering, but also the use of appropriate management methods together with various motivational procedures in a concerted effort dedicated to quality improvement.

This book is an endeavour to address fully the needs of all those seeking an approach to documenting quality. It aims at taking some of the mystery out of quality management concepts and attempts to help explain the overall ISO 9000 standards philosophy and other quality models, without going into tedious detail involving the interpretation of several different standards. Its unique characteristic is that of combining different quality policy guidelines, based on the most advanced quality concepts recognized worldwide, offering assistance, by means of practical examples, to those wishing to write a quality manual.

The book was first published in French and this translation was by Tony Pierce. There is no doubt that every aspect of documenting quality is covered in detail and the book should be of great value to all reliability engineers engaged in the task of specifying reliability.

G. W. A. Dummer  
Founding Editor