ASQ Quality Press Catalog

Books and Standards to Help Improve Processes and Manage Success

asq.org/pubs2013

Order Your Quality Press Books and Standards Today!
Call ASQ Customer Care at 800-952-6587 and use promo code QPKDK33 to order.
E-books of many Quality Press titles are available worldwide!

No matter what computer, laptop, phone, or tablet you have, you can have expert quality knowledge at your fingertips within seconds. PDF e-books are available for the majority of the Quality Press books in this catalog direct from our online bookstore, which always offers ASQ members the lowest price.

Readers worldwide can also find dozens of Quality Press titles in Amazon Kindle stores in the U.S., U.K., India, Brazil, Japan, France, Germany, Spain, Italy, and Canada; in the Apple iTunes stores in 33 countries; and the Barnes & Noble Nook store in the U.S. In addition, hundreds of titles are available from the Google Editions bookstores in 13 countries.

Visit asq.org/quality-press for more information.
Welcome to the 2013 ASQ Quality Press Publications Catalog!

Whether you are completely new to quality or looking to add to your knowledge and expertise, you will find value in the 2013 Quality Press Catalog.

Whatever your industry and job responsibilities, in these pages you will find what is needed to earn a certification, identify problems, improve processes, reduce waste, improve your leadership skills, move your career forward, and improve your community.

This year brings many new and updated editions of handbooks related to ASQ’s highly regarded certifications. New handbooks for lean professionals and Six Sigma Master Black Belts are destined to be the defining references on their topics. The revised handbooks for biomedical auditors, calibration technicians, quality inspectors, and quality technicians will provide new information aligned to the updated Bodies of Knowledge (BoKs) for their respective certifications. And unlike other resources on the market, all our handbooks are thoroughly peer-reviewed and serve as valuable references long after you have passed your exam.

The growth of e-books has exploded over the past couple years, and Quality Press continues to be at the vanguard. In addition to offering PDF e-books for immediate reading in our online bookstore, you will find dozens of new and best-selling Quality Press titles in e-book stores worldwide, like Amazon Kindle, Apple iTunes, Barnes & Noble Nook, and Google Editions.

Complementing Quality Press’ ever-growing inventory of books, this catalog also features ASQ’s peer-reviewed quarterly journals (pages 17–18) that address topics from quality technology to Six Sigma. Be sure to also check out our online Knowledge Center (asq.org/knowledgecenter) described on page 2 that provides users with instant access to thousands of articles, case studies, tools, and templates.

I welcome your feedback and recommendations to support our pursuit of continually enhancing our Quality Press publications portfolio, which currently includes more than 500 titles (asq.org/store). Please email me with any and all comments at btony@asq.org.

Regards,
Bill Tony
Publisher
ASQ Quality Press

Prices in this catalog are subject to change without notice.

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
The ASQ Knowledge Center is accessible at any time and brings you all the greatest resources of ASQ.

Easily searchable, it provides you with a unique and user-friendly way to learn about quality, explore quality hot topics, and easily navigate an array of quality tools and resources. Some of the unique features include:

- **Knowledge Center Search**—A powerful new search for tens of thousands of journal articles, books, standards, and e-learning opportunities.

- **An interesting and often funny daily quality quote** provided by ASQ Knowledge Center users.

- **Standards Central**—Get the latest news and how-to information on standards, including content meant for newcomers to the world of standards, a “Standards 101” section, and “Ask the Standards Team.”

- **Timely and relevant case studies** and webcasts.

- **Submissions**—Information for anyone interested in writing for ASQ, from short journal and Web articles to crafting book proposals and conference presentations.

- **The ASQ Knowledge Center** is your starting point for the latest thinking and leadership in quality and improvement.

Explore the ASQ Knowledge Center today at asq.org/knowledge-center.
New from ASQ Quality Press!

The Certified Reliability Engineer Handbook
Second Edition
Donald W. Benbow and Hugh W. Broome
Item: H1424
Member Price: $89.00
List Price: $129.00
(Available Spring 2013)

ASQ Pocket Guide: Certified Six Sigma Black Belt
T. M. Kubiak
Item: H1441
Member Price: $17.00
List Price: $29.00
(Available Summer 2013)

ASQ Pocket Guide: Certified Six Sigma Green Belt
Roderick A. Munro
Item: H1442
Member Price: $17.00
List Price: $29.00
(Available Summer 2013)

The ASQ Quality Improvement Pocket Guide
Basic History, Concepts, Tools, and Relationships
Grace L. Duffy, editor
Item: H1443
Member Price: $14.00
List Price: $24.00
(Available Spring 2013)

Insights to Performance Excellence 2013-2014
Understanding the Integrated Management System and the Baldrige Criteria
Mark L. Blazey
Item: P1440
Member Price: $56.00
List Price: $92.00
(Available Fall 2013)

Statistics for Six Sigma Made Easy!
Revised and Updated Second Edition
Warren Brussee
Item: P1487
Price: $27.00
(Available Summer 2013)

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
Supply Chain Transformation
Building and Executing an Integrated Supply Chain Strategy
Paul J. Dittmann
Item: P1488
Price: $40.00
(More information on p. 29)

Taiichi Ohno’s Workplace Management
Taiichi Ohno
Item: P1489
Price: $35.00
(More information on p. 33)

The Lean Turnaround
How Business Leaders Use Lean Principles to Create Value and Transform Their Company
Art Byrne
Item: P1490
Price: $35.00
(More information on p. 20)

The Essential Deming
Leadership Principles from the Father of Quality
Joyce Nilsson Orsini, Ph.D.
Item: P1492
Price: $35.00
(More information on p. 27)

Performance Metrics
The Levers for Process Management
Duke Okes
Item: H1439
Member Price: $24.00
List Price: $40.00
(More information on p. 33)

COD Change or Die
The Business Process Improvement Manual
Maxine Attong and Terrence Metz
Item: P1498
Price: $49.95
(More information on p. 30)

Item: T1539
Price: $25.00
(More information on pp. 11, 39)

2013–2014 Criteria for Performance Excellence (Business/Nonprofit)
Item: T1538
Price: $25.00
(More information on p. 39)

2013–2014 Education Criteria for Performance Excellence
Item: T1540
Price: $25.00
(More information on p. 39)
The Certified Six Sigma Black Belt Handbook
Second Edition
T.M. Kubiak and Donald W. Benbow
This second edition has been updated and revised to reflect the ASQ Certified Six Sigma Black Belt Body of Knowledge. Useful appendices include statistical tables, a table for control constants expanded to include virtually all control constants, tables for both cumulative and noncumulative forms of the most useful distributions (including binomial, Poisson, and normal), an expanded glossary with more terms relating to lean, and a second glossary of the most common Japanese terms used by quality and Six Sigma professionals.

2009 7 x 10 hardcover 648 pages
Item: H1325
Member Price: $99.00
List Price: $139.00

The Certified Six Sigma Green Belt Handbook
Roderick A. Munro, Matthew J. Maio, Mohamed B. Nawaz, Govindarajan Ramu, and Daniel J. Zrymiak
This reference manual will help those interested in passing ASQ's certification exam for Six Sigma Green Belts, those who may need to train future Green Belts, and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects.

From lean and project management to statistics and data analysis, the DMAIC process is explained in a clear and insightful manner. Figures, tables, references, and useful appendices only add to this book’s comprehensiveness.

2008 7 x 10 hardcover 480 pages
Item: H1290
Member Price: $89.00
List Price: $129.00

NEW The ASQ Auditing Auditor Handbook
Fourth Edition
J.P. Russell, editor
This best-selling handbook is organized to correspond exactly with the ASQ Certified Quality Auditor (CQA) Body of Knowledge. It provides comprehensive coverage for nearly every aspect of the audit function. Though a valuable resource for studying for the CQA examination, it is also meant to be the single source for quality, environmental, safety and health auditors, audit managers, audit teams, and other professionals in the field. The auditing handbook is designed to provide practical guidance for system and process auditors. Practitioners in the field have provided content, example audit situations, stories, and review comments as the handbook evolved.

2012 7 x 10 hardcover 400 pages
Item: H1435
Member Price: $89.00
List Price: $129.00

NEW The Biomedical Quality Auditor Handbook
Second Edition
ASQ Biomedical Division
Written by a team of eminently qualified professionals from the medical device industry, The Certified Biomedical Quality Auditor Handbook, Second Edition serves as a reference source for the application of quality auditing principles to the biomedical industry, including coverage specifically pertaining to medical devices. The book focuses on the understanding of domestic and international concepts and principles of biomedical quality auditing, and includes information on related regulations, directives, standards, and guidance. Based on the body of knowledge established by ASQ’s Biomedical Division, this book is a valuable reference for biomedical professionals who want to execute better audits for medical devices and gain basic knowledge of biomedical technical areas and regulatory requirements.

2012 7 x 10 hardcover 296 pages
Item: H1423
Member Price: $89.00
List Price: $129.00

NEW The Quality Technician’s Handbook
Sixth Edition
Gary K. Griffith
An ASQ best seller, The Quality Technician’s Handbook, Sixth Edition, covers the core skills that contribute to ongoing quality at the technician level. More comprehensive than competitive texts, it breaks down technical topics into easy-to-follow directions, many of them presented with step-by-step instructions and intuitive visuals. Coverage includes: quality basics, TQM, costs, audits, inspections, drawings, dimensioning, tolerancing, graphical inspection analysis, measurements, surface plate inspection, lot-by-lot acceptance sampling with current ANSI/ASQC standards, SPC, shop mathematics, and more. This edition presents many new and revised review questions, contains answers to odd-numbered questions, adds new coverage of failure mode and effects analysis (FMEA), and offers updated coverage of other topics, including geometric tolerancing.

2012 hardcover 336 pages
Item: P1467
Member Price: $130.50
Price: $130.50

Order your books today with promo code QPKDK33! 800-952-6587 asq.org/pubs2013
The Certified Quality Engineer Handbook
Third Edition
Connie M. Borror, editor
This third edition provides the quality professional with an updated resource that exactly follows ASQ’s Certified Quality Engineer (CQE) Body of Knowledge. Today it is not uncommon for the quality engineer to be involved in quality improvement activities in healthcare, finance, education, software applications, and other nonmanufacturing sectors. In response, numerous new examples and illustrations that cover applications in some of these areas have been added.

The CD-ROM accompanying this book includes sample exams and questions, selected acceptance sampling tables from ANSI/ASQ Z1.4 and Z1.9, and audio presentations of seven statistical methods.

2009 7 x 10 hardcover 696 pages
Item: H1340
Member Price: $99.00
List Price: $139.00

The Certified Quality Process Analyst Handbook
Eldon H. Christensen, Kathleen M. Coombes-Betz, and Marilyn S. Stein
This handbook covers the Certified Quality Process Analyst (CQPA) Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. This book is perfect for both recent graduates and those with work experience who want to expand their knowledge of quality tools and processes.

2007 7 x 10 hardcover 416 pages
Item: H1296
Member Price: $69.00
List Price: $99.00

The Certified Process Analyst Handbook
Second Edition
Donald W. Benbow, co-editor
This handbook covers the Certified Process Analyst (CQPA) Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. This book is perfect for both recent graduates and those with work experience who want to expand their knowledge of quality tools and processes.

2011 7 x 10 hardcover 464 pages
Item: H1403
Member Price: $89.00
List Price: $129.00

The Certified Reliability Engineer Handbook
Second Edition
Donald W. Benbow and Hugh W. Broome
The reliability engineer is a professional who understands the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability. The structure of this book is based on the ASQ Certified Reliability Engineer (CRE) Body of Knowledge, which includes design review and control; prediction, estimation, and apportionment methodology; failure mode effects and analysis; the planning, operation, and analysis of reliability testing and field failures, including mathematical modeling; understanding human factors in reliability; and the ability to develop and administer reliability information systems for failure analysis, design, and performance improvement, and reliability program management over the entire product life cycle.

2013 7 x 10 hardcover 360 pages
Item: H1424
Member Price: $89.00
List Price: $129.00

The Metrology Handbook
Second Edition
Jay L. Bucher, editor
Developed as a practical reference for metrology and calibration professionals, The Metrology Handbook provides a foundation for understanding basic metrology and calibration principles and practices, and is appropriate for those with intermediate or advanced experience seeking to increase their knowledge. This book is a collection of valuable information compiled by experts in the field to serve as a single resource for metrology and calibration professionals.

2012 7 x 10 hardcover 560 pages
Item: H1428
Member Price: $99.00
List Price: $139.00

The Certified Quality Technician Handbook
Second Edition
H. Fred Walker, Donald W. Benbow, and Ahmad K. Elshennawy
This book covers all of the topics listed in the Certified Quality Technician (CQT) Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, management, quality costs, sampling, and reliability will find this text helpful. While no text can guarantee success, it’s an excellent resource for those preparing to take the CQT exam or for your professional library. The CD-ROM that is included with the handbook contains a CQT sample exam, with problems organized to correspond to the body of knowledge for the ASQ certification.

2012 7 x 10 hardcover 256 pages
Item: H1422
Member Price: $89.00
List Price: $129.00

NEW The Lean Handbook
A Guide to the Bronze Certification Body of Knowledge
Anthony Manos and Chad Vincent, editors
This comprehensive handbook covers all the topics included in the Lean Certification Body of Knowledge (SME/AME/Shingo Prize/ASQ Partnership), including cultural enablers, continuous process improvement, consistent lean enterprise culture, and business results. Written by a team of lean experts with years of experience in the field, this book will be indispensable to anyone interested in implementing and sustaining a lean initiative.

2011 7 x 10 hardcover 464 pages
Item: H1403
Member Price: $89.00
List Price: $129.00

The Certified Quality Process Analyst Handbook
Eldon H. Christensen, Kathleen M. Coombes-Betz, and Marilyn S. Stein
This handbook covers the Certified Quality Process Analyst (CQPA) Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. This book is perfect for both recent graduates and those with work experience who want to expand their knowledge of quality tools and processes.

2007 7 x 10 hardcover 416 pages
Item: H1296
Member Price: $69.00
List Price: $99.00

The Metrology Handbook
Second Edition
Jay L. Bucher, editor
Developed as a practical reference for metrology and calibration professionals, The Metrology Handbook provides a foundation for understanding basic metrology and calibration principles and practices, and is appropriate for those with intermediate or advanced experience seeking to increase their knowledge. This book is a collection of valuable information compiled by experts in the field to serve as a single resource for metrology and calibration professionals.

2012 7 x 10 hardcover 560 pages
Item: H1428
Member Price: $99.00
List Price: $139.00

The Certified Quality Technician Handbook
Second Edition
H. Fred Walker, Donald W. Benbow, and Ahmad K. Elshennawy
This book covers all of the topics listed in the Certified Quality Technician (CQT) Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, management, quality costs, sampling, and reliability will find this text helpful. While no text can guarantee success, it’s an excellent resource for those preparing to take the CQT exam or for your professional library. The CD-ROM that is included with the handbook contains a CQT sample exam, with problems organized to correspond to the body of knowledge for the ASQ certification.

2012 7 x 10 hardcover 256 pages
Item: H1422
Member Price: $89.00
List Price: $129.00

NEW The Lean Handbook
A Guide to the Bronze Certification Body of Knowledge
Anthony Manos and Chad Vincent, editors
This comprehensive handbook covers all the topics included in the Lean Certification Body of Knowledge (SME/AME/Shingo Prize/ASQ Partnership), including cultural enablers, continuous process improvement, consistent lean enterprise culture, and business results. Written by a team of lean experts with years of experience in the field, this book will be indispensable to anyone interested in implementing and sustaining a lean initiative.

2011 7 x 10 hardcover 464 pages
Item: H1403
Member Price: $89.00
List Price: $129.00

NEW The Certified Quality Process Analyst Handbook
Eldon H. Christensen, Kathleen M. Coombes-Betz, and Marilyn S. Stein
This handbook covers the Certified Quality Process Analyst (CQPA) Body of Knowledge explicitly and comprehensively. The book and certification are aimed at the paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. This book is perfect for both recent graduates and those with work experience who want to expand their knowledge of quality tools and processes.

2007 7 x 10 hardcover 416 pages
Item: H1296
Member Price: $69.00
List Price: $99.00

NEW The Metrology Handbook
Second Edition
Jay L. Bucher, editor
Developed as a practical reference for metrology and calibration professionals, The Metrology Handbook provides a foundation for understanding basic metrology and calibration principles and practices, and is appropriate for those with intermediate or advanced experience seeking to increase their knowledge. This book is a collection of valuable information compiled by experts in the field to serve as a single resource for metrology and calibration professionals.

2012 7 x 10 hardcover 560 pages
Item: H1428
Member Price: $99.00
List Price: $139.00

NEW The Certified Quality Technician Handbook
Second Edition
H. Fred Walker, Donald W. Benbow, and Ahmad K. Elshennawy
This book covers all of the topics listed in the Certified Quality Technician (CQT) Body of Knowledge. The conversational tone of this reference book makes it easy to read while helping readers master quality assurance subject matter. Those interested in auditing, design of experiments, management, quality costs, sampling, and reliability will find this text helpful. While no text can guarantee success, it’s an excellent resource for those preparing to take the CQT exam or for your professional library. The CD-ROM that is included with the handbook contains a CQT sample exam, with problems organized to correspond to the body of knowledge for the ASQ certification.

2012 7 x 10 hardcover 256 pages
Item: H1422
Member Price: $89.00
List Price: $129.00

NEW The Lean Handbook
A Guide to the Bronze Certification Body of Knowledge
Anthony Manos and Chad Vincent, editors
This comprehensive handbook covers all the topics included in the Lean Certification Body of Knowledge (SME/AME/Shingo Prize/ASQ Partnership), including cultural enablers, continuous process improvement, consistent lean enterprise culture, and business results. Written by a team of lean experts with years of experience in the field, this book will be indispensable to anyone interested in implementing and sustaining a lean initiative.

2011 7 x 10 hardcover 464 pages
Item: H1403
Member Price: $89.00
List Price: $129.00
The Quality Improvement Handbook

Second Edition

ASQ Quality Management Division; John E. Bauer, Grace L. Duffy, and Russell T. Westcott, editors

This book is for anyone who wants to improve themselves and/or their organization. It is particularly salient for those at the beginning stages of learning about the history, concepts, and tools of quality. In addition, the content of this book is structured exactly to follow the Body of Knowledge (BoK) of ASQ’s Certified Quality Improvement Associate (CQIA) certification. While the content coincides with the sequence of the BoK, each chapter stands alone, and the chapters may be read in any order. Where appropriate, supplemental reading suggestions are provided.

A sample test is provided on a CD-ROM, along with tables giving cross-references to the suggested reference materials as well as the BoK. Answers to the questions in the sample test are also provided.

2006 7 x 10 hardcover 672 pages

Item: H1264
Member Price: $99.00
List Price: $139.00

The Six Sigma Handbook

A Complete Guide for Green Belts, Black Belts, and Managers at All Levels, Third Edition

Thomas Pyzdek and Paul Keller

The authoritative classic—revised and updated for today’s Six Sigma practitioners! Whether you want to further your Six Sigma training to achieve a Black or Green Belt or you are totally new to the quality-management strategy, you need reliable guidance. The Six Sigma Handbook, Third Edition shows you, step by step, how to integrate this profitable approach into your company’s culture.

2009 9 x 7 hardcover 560 pages

Item: P1395
Price: $89.95

The Certified Software Quality Engineer Handbook

Linda Westfall

This handbook addresses all of the topics of the ASQ Certified Software Quality Engineer (CSQE) Body of Knowledge. Armed with the knowledge presented in this handbook to complement the required years of actual work experience, qualified software quality practitioners may feel confident they have taken appropriate steps in preparation for the CSQE exam.

This invaluable handbook also goes well beyond being simply an exam preparation guide. It is designed to be a resource not only for qualified software quality practitioners but also for software quality engineers, but also for software development practitioners, project managers, organizational managers, and other professionals who need to understand the aspects of software quality that impact their work.

The accompanying CD-ROM includes three full practice exams and answers (with explanations).

2010 7 x 10 hardcover 672 pages

Item: H1323
Member Price: $99.00
List Price: $139.00

The Certified Quality Inspector Handbook

Second Edition

H. Fred Walker, Ahmad K. Elshennawy, Bhisham C. Gupta, and Mary McShane-Vaughn

This handbook is intended to serve as a ready reference for quality inspectors and quality inspectors-in-training, as well as a comprehensive reference for those individuals preparing to take the ASQ Certified Quality Inspector (CQI) examination. Examples and problems used throughout the handbook are thoroughly explained, algebra-based, and drawn from “real-world” situations encountered in the quality profession.

To assist readers in using this book as a ready reference or as a study aid, it has been organized to conform explicitly to the CQI Body of Knowledge. It addresses all the topics critical to the work of quality inspectors: evaluating hardware and software, documenting and preparing formal reports, and much more.

This comprehensive reference is a must-have for every quality inspector’s bookshelf.

2012 7 x 10 hardcover 480 pages

Item: H1427
Member Price: $89.00
List Price: $129.00

Order your books today with promo code QPKDK331 • 800-952-6587 • asq.org/pubs2013
NEW ASQ Pocket Guide: Certified Six Sigma Black Belt
T. M. Kubiak
The focus of this pocket guide is to help you—the Certified Six Sigma Black Belt (CSSBB)—to bring your organization success in all its Six Sigma projects. It is perfect for on-the-job use by Black Belts to clarify the many concepts and tools that can keep projects on track to successful completion, and perfect for training your project team. Designed to be comprehensive, but concise enough to fit in your pocket, this guide is a perfect companion for anyone involved in a Six Sigma project.

2013 3½ x 5½ spiralbound Approximately 200 pages
Item: H1441
Member Price: $17.00
List Price: $29.00
Available Summer 2013

NEW ASQ Pocket Guide: Certified Six Sigma Green Belt
Roderick A. Munro
The focus of this pocket guide is to help you—the Certified Six Sigma Green Belt (CSSGB)—to bring your organization success in all its Six Sigma projects. It is perfect for on-the-job use by Green Belts to clarify the many concepts and tools that can keep projects on track to successful completion, and perfect for training your project team. Designed to be comprehensive, but concise enough to fit in your pocket, this guide is a perfect companion for anyone involved in a Six Sigma project.

2013 3½ x 5½ spiralbound Approximately 200 pages
Item: H1442
Member Price: $17.00
List Price: $29.00
Available Summer 2013

Experience ASQ™ TV on videos.asq.org
For more information or to register for an ASQ certification exam, visit asq.org/certification or call 800-248-1946.
ASQ Healthcare

Root Cause Analysis and Improvement in the Healthcare Sector
A Step-by-Step Guide
Bjørn Andersen, Tom Fagerhaug, and Marti Beltz

The healthcare market is ripe for a workbook to facilitate the process of root cause analysis (RCA). While other industries employ the RCA tools liberally and train facilitators thoroughly, healthcare has lagged in establishing and resourcing a quality culture. Presently, a growing number of third-party stakeholders are holding access to accreditation and reimbursement pending demonstration of a full response to events outside of expected practice. An increasing number of exceptions to healthcare practice have precipitated a strong response advocating the use of proven quality tools in the industry. This book responds to the demand for an RCA workbook written specifically for healthcare, yet still broad in its definition of the industry.

2010 8½ x 11 spiralbound 250 pages
Item: H1379
Member Price: $24.00
List Price: $40.00

Best-Seller
Lean Doctors
A Bold and Practical Guide to Using Lean Principles to Transform Healthcare Systems One Doctor at a Time
Aneesh Suneja and Carolyn Suneja

In today’s healthcare reform climate, the lean manufacturing principles pioneered by Toyota are being recognized as critical tools for eliminating waste and improving efficiency in our medical system. But the truth is, medicine is not manufacturing, and successfully applying lean principles in a healthcare setting isn’t as simple as stocking supply carts and eliminating extra paperwork. The authors of this groundbreaking book have developed an approach that truly transforms healthcare settings by bringing physicians to the center of the changes by approaching one doctor at a time—transforming the way that a doctor’s practice or clinic operates before engaging the next. The book incorporates a case study of a real clinic undergoing the change process.

2010 6 x 9 softcover 184 pages
Item: H1387
Member Price: $33.00
List Price: $55.00

Lean Doctors Workbook
An Application Guide for Transforming Care Delivery Systems with Lean
Aneesh Suneja and Carolyn Suneja

The content of this workbook is based on the book Lean Doctors: A Bold and Practical Guide to Using Lean Principles to Transform Healthcare Systems One Doctor at a Time, as well as on the experiences of the authors in leading a successful lean implementation within a variety of healthcare systems. The authors use a detailed case study to illustrate each step in a lean transformation of an outpatient clinic, and build opportunities along the way for you to create an action plan for your organization. Designed to be used as part of a team training session or to guide a lean project, the workbook will help shift focus from lean theory to application and ensure you get the most from your lean implementation efforts.

2011 8½ x 11 softcover 104 pages
Item: H1412
Member Price: $1900
List Price: $32.00

Best-Seller
Healthcare Kaizen
Engaging Front-Line Staff in Sustainable Continuous Improvements
Mark Graban and Joseph E. Swartz

Healthcare Kaizen focuses on the principles and methods of daily continuous improvement, or kaizen, for healthcare professionals and organizations. In 1989, Dr. Donald M. Berwick, founder of the Institute for Healthcare Improvement and former administrator of the Centers for Medicare & Medicaid Services, endorsed the principles of kaizen in the New England Journal of Medicine, describing it as “the continuous search for opportunities for all processes to get better.” This book shows how to make this goal a reality.

2012 softcover 408 pages
Item: H1428
Price: $51.00

Measuring Quality Improvement in Healthcare
A Guide to Statistical Process Control Applications
Raymond G. Carey and Robert C. Lloyd

Written by respected healthcare quality professionals, Measuring Quality Improvement in Healthcare covers practical applications of the tools and techniques of statistical process control (including control charts) in healthcare settings. The authors’ straightforward discussions of data collection, variation, and process improvement set the context for incorporating the voice of the customer as a key element driving the improvement process and its outcomes.

2001 6 x 9 softcover 214 pages
Item: H1091
Member Price: $34.00
List Price: $56.00

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
A Lean Guide to Transforming Healthcare
How to Implement Lean Principles in Hospitals, Medical Offices, Clinics, and Other Healthcare Organizations
Thomas G. Zidel
This is an implementation manual for lean tools and principles in a healthcare environment. Lean is a growth strategy, a survival strategy, and an improvement strategy. The goal of lean is, first and foremost, to provide value to the patient/customer, and in so doing eliminate the delays, overcrowding, and frustration associated with the existing care delivery system. Lean creates a better working environment where what is supposed to happen does happen on time, every time. It allows clinicians to spend more of their time caring for patients and improves the quality of care these patients receive.
2007 6 x 9 softcover 192 pages
Item: H1295
Member Price: $30.00
List Price: $50.00

NEW
Baldridge Performance Excellence Program at NIST
For 25 years, the Baldridge Criteria have empowered organizations—no matter their size or industry—to reach their goals, improve results, and become more competitive.
The 2013–2014 Baldridge Criteria build on this tradition and feature a renewed focus on:
- Innovation management, intelligent risk, and strategic priorities
- Social media
- Operational effectiveness
- Work systems and core competencies
This is the official 2013–2014 Criteria for Performance Excellence for healthcare organizations.
2013 8½ x 11 softcover 60 pages
Item: T1539
Price: $25.00

Establishing a Culture of Patient Safety
Improving Communication, Building Relationships, and Using Quality Tools
Judith Ann Pauley and Joseph F. Pauley
This book provides a road map to help healthcare professionals establish a “culture of patient safety” in their facilities and practices, provide high-quality healthcare, and increase patient and staff satisfaction by improving communication among staff members and between medical staff and patients. It achieves this by describing what each of six types of people will do in distress, by providing strategies that will allow healthcare professionals to deal more effectively with staff members and patients in distress, and by showing healthcare professionals how to keep themselves out of distress by getting their motivational needs met positively every day. The concepts described in this book are scientifically based and have withstood more than 40 years of scrutiny and scientific inquiry. They were first used as a clinical model to help patients help themselves, and indeed are still used clinically.
2011 6 x 9 hardcover 208 pages
Item: H1418
Member Price: $19.00
List Price: $32.00

Best-Seller
Journey to Excellence
How Baldrige Health Care Leaders Succeed
Kathleen Goonan, editor
This latest book in a series of first-person accounts of Baldrige Award winners focuses on the healthcare industry. The healthcare organizations’ leaders discuss how they used the Baldrige Health Care Criteria for Performance Excellence to become world-class. The question-and-answer sections address the complete Baldrige journey, from the decision to use the criteria to receiving the award. This book is an invaluable opportunity to hear which roads these leaders took and where those roads got them.
2009 7 x 10 softcover 248 pages
Item: H1327
Member Price: $39.00
List Price: $65.00

Using ISO 9001 in Healthcare
Applications for Quality Systems, Performance Improvement, Clinical Integration, and Accreditation
James M. Levett, MD and Robert G. Burney, MD
Healthcare providers deal with quality concepts and tools on a regular basis. Most are familiar with control charts, lean, the PDSA cycle, Six Sigma, and the Baldrige Criteria, but ISO 9001 is not usually recognized and most have no experience with a systematic program to implement quality objectives within an organization.
This book explains the overall value of an ISO 9001-based QMS, its value in implementing a quality culture within an organization, using other quality tools within the ISO framework, clinical integration, accreditation, and performance improvement.
2011 6 x 9 hardcover 144 pages
Item: H1407
Member Price: $25.00
List Price: $42.00

Lean Six Sigma for Hospitals
Simple Steps to Fast, Affordable, Flawless Healthcare
Jay Arthur
Lean Six Sigma for Hospitals: Simple Steps to Fast, Affordable, Flawless Healthcare explains how to use tested Lean Six Sigma methods and tools to rapidly improve hospital operations and quality of care and reduce costs. These proven strategies follow the patient from the front door of the hospital or emergency room all the way through discharge, examining key aspects of patient flow and quality. The trail of billing and collections is also followed to discover and eliminate cash flow leaks.
2011 6 x 9 softcover 368 pages
Item: P1429
Price: $32.00

Order your books today with promo code QPKDK33! 800-952-6587 asq.org/pubs2013 11
ISO 9001

**Best-Seller**

**ISO 9001:2008 Explained**

*Third Edition*

Charles A. Cianfrani, Joseph J. Tsiakals, and John E. “Jack” West

This book explains the meaning and intent of the requirements of ISO 9001:2008 and discusses the requirements as they relate to each product category. Where appropriate, it elaborates on why the requirements are important. It includes a list of typical audit-type questions that an organization may use to appraise compliance with the requirements. New in this third edition are recommendations for implementation. There is also a completely new chapter devoted to the implementation of a quality management system, as well as new chapters on auditing the process-based quality management system and sector applications.


2009 6 x 9 hardcover 320 pages

Item: H1357

Member Price: $73.00

List Price: $122.00

**NEW**

**ISO 9001:2008 Explained Expanded**

*Optimizing Your QMS for Success*

Charles A. Cianfrani and John E. “Jack” West

The overriding purpose of this book is to help the reader weave their ISO 9001 quality management system (QMS) into the very fabric of their organization. By extending and making the ISO 9001 QMS the principal management system of your organization, you will learn how it can drive sustainable growth, impact your organization’s business strategy, and achieve innovation in your products and services. Revitalize your organization by optimizing your ISO 9001 QMS and prime it for success.

2013 6 x 9 hardcover Approximately 200 pages

Item: H1446

Member Price: $30.00

List Price: $50.00

Available Fall 2013

---

**ANSI/ISO/ASQ Q9001-2008**

*Quality management systems—Requirements*

2008 softcover 40 pages

Item: T860

Member Price: $111.00

List Price: $139.00

¡Ahora disponible en Español!

Item: T861

Member Price: $111.00

List Price: $139.00

---

**Cracking the Case of ISO 9001:2008 for Manufacturing/Service**


Charles A. Cianfrani and John E. “Jack” West

This handy pocket guide gives tools and resources to make ISO 9001 seem like less of a mystery in organizations. It explains the essential elements of each clause of the ISO 9001:2008 standard, providing an overview of what each requirement means for your organization and how to carry out the various tasks of those requirements.

This guide is intended to help everyone in an organization participate in creating and sustaining a foundation of integrity, meeting requirements and customer expectations, and supporting robust processes, to the advantage of everyone in the organization and to each of its customers. It’s also a simple, inexpensive way to explain ISO 9001 to everyone in an organization, thus helping garner the support critical for any successful ISO 9001 initiative.

2010 3½ x 5½ spiralbound 216 pages

Item: H1355

Member Price: $14.00

List Price: $24.00

---

**Cracking the Case of ISO 9001:2008 for Manufacturing**

Second Edition

2010 3½ x 5½ spiralbound 216 pages

Item: H1356

Member Price: $14.00

List Price: $24.00

---

**Cracking the Case of ISO 9001:2008 for Service**

Second Edition

2010 3½ x 5½ spiralbound 216 pages

Item: H1357

Member Price: $14.00

List Price: $24.00

---

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
NEW How to Audit the Process-Based QMS
Second Edition
Dennis R. Arter, Charles A. Cianfrani, and John E. “Jack” West
This book is intended to help those involved in managing and conducting audits to ISO 9001:2008. It focuses on auditing as a management process as well as a key driver of continual improvement within an organization. The book can be used as a guide to establishing a new audit program or revitalizing one that has been operational for some time. It focuses on achieving an audit program that produces value-adding results for the organization.

2012 6 x 9 hardcover 208 pages
Item: H1434
Member Price: $44.00
List Price: $72.00

NEW The Memory Jogger
9001:2008
James W. Collins Jr. and Dolores Sherwood Steiger
The fourth edition of the ISO 9001 standard is now available! GOAL/QPC has developed a brand new Memory Jogger to include all the changes to the standard. Compared to the 2000 revision, ISO 9001:2008 represents fine-tuning, rather than a thorough overhaul. It introduces clarifications to the requirements existing in ISO 9001:2000, based on user experience over the last eight years, and changes that are intended to improve further compatibility with the ISO 14001:2004 standard for environmental management systems.
2011 3½ x 5½ spiralbound 262 pages
Item: P1439
Price: $19.95

Process Driven Comprehensive Auditing
Paul C. Palmes
This book is for the novice internal auditor to provide an easy-to-understand method for conducting a highly effective audit. By combining a series of general questions drawn from many elements of the ISO 9001:2008 standard with a cross-reference guide to particular elements such as purchasing, design, production control, and calibration, the methods presented in this book offer a practical and uncomplicated starting point for any first-time auditor.
2009 6 x 9 softcover 152 pages
Item: H1348
Member Price: $29.00
List Price: $49.00

Erik Valdemar Myhrberg
This field guide assists organizations in implementing a quality management system (QMS) in conformance with ISO 9001:2008, whether from scratch or by transitioning from ISO 9001:2000. It examines each sub-clause of Sections 4–8 of ISO 9001:2008, which contain the requirements, and gives a list of the documentation/documents required, internal audit questions, a summary of management’s responsibilities, and a flowchart of the steps that need to be taken to satisfy the requirements. It also includes a sectional cross-evaluation that shows where the requirements in each sub-clause within ISO 9001:2000 appear in ISO 9001:2008.
2009 8½ x 11 spiralbound 144 pages
Item: H1369
Member Price: $49.00
List Price: $80.00

ISO 9001:2008
Internal Audits Made Easy
Tools, Techniques, and Step By-Step Guidelines for Successful Internal Audits, Third Edition
Ann W. Phillips
This book is intended to help managers, management representatives, internal audit coordinators, and internal auditors implement a practical internal audit process that meets the requirements of ISO 9001:2008 while also adding significant, measurable value to the organization’s bottom line. This book contains tools, techniques, and step-by-step guidelines that can also be used by those organizations that have a well-established internal audit process but are looking for easy ways to make that process more effective. The tools in the appendices have also been provided on CD to facilitate your customizing them to fit the specific needs of your organization.
2009 6 x 9 softcover 176 pages
Item: H1349
Member Price: $29.00
List Price: $49.00

Best-Seller
ISO Lesson Guide 2008
J.P. Russell and Dennis Arter
This updated pocket guide translates ISO 9001:2008 into easy-to-understand words. It was designed as a quick reference for anyone to carry around conveniently. Each element containing requirements is discussed and key concepts highlighted at the beginning of each section. Ideal for handing out to existing and new employees, this pocket guide can also be used as supplemental study material for ISO 9001 training courses.
2009 3½ x 5½ spiralbound 72 pages
Item: H1344
Member Price: $17.00
List Price: $29.00

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
NEW A Practical Field Guide to ISO 13485
Erik V. Myhrberg and Joseph Raciti
The purpose of this field guide is to assist the reader, step by step, in implementing a quality management system (QMS) in conformance with ISO 13485:2003. What separates this field guide from most other books on ISO 13485:2003 and its implementation are the flowcharts showing the steps to be taken in implementing a QMS to meet a sub-clause’s requirements. The flowcharts can be overwhelming when you first look at them; for this reason, a box appears with each flowchart that explains pertinent facts and/or what the flowchart represents and how it is to be used.

The ISO 13485:2003 QMS your organization implements must meet the needs of its users—you and the rest of your organization’s employees, from senior management to the most junior employee. So the QMS you create using this field guide will not only satisfy ISO 13485:2003’s requirements, but will provide a set of processes that suits your organization and will foster improved use of the system and improvement in the processes of the organization as it matures.

2012 8.5 x 11 spiralbound 144 pages
Item: H1436
Member Price: $46.00
List Price: $76.00

Lean ISO 9001
Adding Spark to your ISO 9001 QMS and Sustainability to your Lean Efforts
Mike Micklewright
Myriad studies have acknowledged that ISO 9001-registered companies outperform non-ISO 9001 registered companies; however, a main finding in many studies has shown that registered companies are performing at the same level regardless of their ISO 9001 registration. While many companies are mandated to be ISO 9001 certified, they are not obtaining the value from it they would like.

At the same time there are tens of thousands of companies worldwide participating in a lean journey—modeled after the Toyota Production System—to eliminate waste in their processes. One of the biggest problems organizations have with lean implementation is sustaining the improvements they make. Use this book in leaning out your quality management system processes and provide a spark for your ineffective and sedentary system.

2010 6 x 9 hardcover 250 pages
Item: H1384
Member Price: $44.00
List Price: $73.00

NEW Implementing ISO/IEC 17025:2005
A Practical Guide
Bob Mehta
The focus of this book is to demystify the requirements delineated within ISO/IEC 17025:2005, while providing organizations a roadmap for their laboratories wishing to receive accreditation. AS 9100, ISO 9001, and ISO 13485 are standards that have been developed to support the development and implementation of effective approaches to quality management for many diverse industries. Similar to these recognized standards, ISO/IEC 17025 serves a unique purpose—laboratory accreditation. It is not unusual for laboratories to retain dual certification to ISO 9001 and ISO/IEC 17025. However, ISO/IEC 17025 does contain requirements specific to the laboratory environment not addressed by ISO 9001. This book will highlight the differences between ISO 9001 and ISO/IEC 17025, while providing practical insight and tools needed for laboratories wishing to achieve or sustain accreditation to ISO/IEC 17025.

2013 6 x 9 hardcover approximately 175 pages
Item: H1448
Member Price: $49.00
List Price: $80.00
Available April 2013

Correct! Prevent! Improve!
Driving Improvement Through Problem Solving and Corrective and Preventive Action, Second Edition
Kathy Roberts and Jeanne Ketola
The new second edition is a concise, step-by-step guide that takes the reader through a basic problem-solving process, describing how the concepts of corrective and preventive action are incorporated into the corrective and preventive action process. This excellent reference for developing, implementing, and maintaining a corrective and preventive action system (including the requirements within ISO 9001:2008) is designed to help organizations understand the key components that will help them achieve results for their organization.

2009 6 x 9 softcover 128 pages
Item: H1358
Member Price: $24.00
List Price: $41.00

14 Order your books today with promo code QPKDK33! 800-952-6587 asq.org/pubs2013
ISO 26000

ISO 26000 in Practice
A User Guide
Michelle S. Bernhart and Francis J. “Sonny” Maher
The ISO 26000 social responsibility standard is a voluntary guidance standard that attempts what no other global standard has: to consolidate in one place the fundamental expectations of organizations regarding their responsibilities to society. Because the standard was developed by a global, multistakeholder group—consisting of thousands of contributors and reviewers from more than 90 countries—the standard addresses the wide landscape of social responsibility and provides valuable context for all types of organizations around the world.
The book is structured to help navigate the ISO 26000 standard and provide succinct, practical information for its implementation. The book is akin to a GPS that speaks point-to-point guidance to help organizations set and move toward their social responsibility goals based on the broader map that ISO 26000 provides. A clearly presented sequence of steps and numerous examples help readers apply ISO 26000 to their own organizations.

NEW ASQ/ANSI/ISO 26000:2010
Guidance on social responsibility
This standard provides guidance on the underlying principles of social responsibility, recognizing social responsibility and engaging stakeholders, the core subjects and issues pertaining to social responsibility, as well as ways to integrate socially responsible behavior into the organization. The standard emphasizes the importance of results and improvements in performance on social responsibility.
It is intended to be useful to all types of organizations in the private, public, and nonprofit sectors, whether large or small, and whether operating in developed or developing countries. While not all parts of this standard will be of equal use to all types of organizations, all core subjects are relevant to every organization. All core subjects comprise a number of issues, and it is an individual organization’s responsibility to identify which issues are relevant and significant for the organization to address, through its own considerations and through dialogue with stakeholders.
Government organizations, like any other organization, may wish to use this standard. However, it is not intended to replace, alter, or in any way change the obligations of the state.

Sustainable Business & Industry
Designing and Operating for Social and Environmental Responsibility
Joseph Jacobsen
Sustainable business is a new and emerging field of study, and many education, business, and industry leaders are interested in how to become more environmentally and socially responsible. With the recent interest in eco-products, responsible business operations, green manufacturing, sustainability, social responsibility, climate change, holistic supply chains, and so on, a concise guide on the practice of responsible business and industry is overdue.
This book’s approach is practical yet scientific, and is dedicated to the practice of environmental and social responsibility in ways that achieve economic stability. The new ISO 26000 (social responsibility) standard is given detailed attention (ISO 9000 and ISO 14000 are also addressed), specifically because ISO 26000 brings together guidance on both environmental and social responsibility into one general concept. The book also specifies how to use traditional methods like Six Sigma, lean, and operations research to improve processes, reduce resource use and waste, and make better social and environmental decisions based upon data from key financial, social, and environmental performance indicators.

An Introduction to Green Process Management
Sam Windsor
Green is all over the news and is in most marketing campaigns. We talk about green jobs, becoming green, recycling, and carbon off-setting. Every company has a “greener product” and every politician has a position on green. No matter what happens in Washington, DC, it is clear that green will be around for a while and that at some point your business will have to address it.
This book addresses green in ways that will be familiar to those who apply quality tools and understand managing and improving processes. Applying the management approach presented in the ISO standards (including the forthcoming ISO 26000 standard on social responsibility), quality measurement tools, and improvement methodologies gives every quality professional the opportunity to lead their company to becoming truly green.

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
A Practical Field Guide for AS9100C
Erik Valdemar Myhrberg, Dawn Holly Crabtree, and Rudy “RE” Hacker

This field guide assists the reader, step by step, in implementing a quality management system (QMS) in conformance with AS9100C. This field guide has been created to foster an inner-reliance between senior management, middle management, functional teams, and the individual. Users of the field guide will find within it practical tools, tips, and techniques useful for not only implementing a QMS but also for maintaining one. This book includes flowcharts showing the steps to be taken in implementing a QMS to meet a sub-clause’s requirements.

2011 8½ x 11 softcover 168 pages
Item: H1388
Member Price: $46.00
List Price: $77.00

SAE T9100 Revision C: AS9100C Quality Management Systems

This International Standard specifies requirements for a quality management system where an organization a) needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

2009 softcover 33 pages
Item: T9100C
Price: $69.00
Six Sigma Forum Magazine

Six Sigma Forum Magazine is the flagship publication of the ASQ Six Sigma Forum, and is published in conjunction with ASQ. The magazine’s mission is to provide a holistic view of Six Sigma, from the basics to the boardroom. The magazine, published quarterly, will address the various professional developmental needs of Six Sigma Executives, Champions, Master Black Belts, Black Belts, and Green Belts.

The latest issue of Six Sigma Forum Magazine is available for review on the ASQ website. There you can review the latest issue’s contents, learn more about the ASQ Six Sigma Forum, or subscribe.

Six Sigma Forum Magazine is published quarterly in November, February, May, and August.

ASQ Member Rate: $55.00 Domestic; $86.00 International;
$79.00 Canada (includes GST).

List Rate: $91.00 Domestic U.S.; $103.00 International;
$103.00 Canada (includes GST).

Institutional e-Subscription Rate: $1,044.00

Visit asq.org/pub/sixsigma for more information.

Quality Management Journal

Quality Management Journal is a quarterly, peer-reviewed journal published by ASQ. It links the efforts of academic researchers and quality management practitioners by publishing significant research relevant to quality management practice and provides a forum for discussion of such research by academics and practitioners. Quality Management Journal actively seeks new research that scientifically explores quality management principles for publication.

While foremost a research journal, its articles—while grounded in research and theory—are written specifically for quality management practitioners. Readers represent a variety of industries, including manufacturing, service, and education. Most readers have senior responsibilities within their organizations.

The latest issue of Quality Management Journal is available for review on the ASQ website. There you can read full-text articles, executive briefs, and book reviews from the most recent issue. You can also peruse past issues, review our author guidelines, order reprints, or subscribe.

Quality Management Journal is published in January, April, July, and October.

ASQ Member Rate: $62.00 Domestic; $90.00 International;
$97.00 Canada (includes GST).

List Rate: $91.00 Domestic U.S.; $110.00 International;
$116.00 Canada (includes GST).

Institutional e-Subscription Rate: $1,134.00

Visit asq.org/pub/qmj for more information.

Software Quality Professional

Software Quality Professional is a quarterly, peer-reviewed journal published by ASQ. Its mission is to help software professionals apply quality principles to the development and use of software and software-based systems.

Software Quality Professional publishes case studies, experienced-based reports, and state-of-the-art reviews to provide practitioners with an understanding of those software quality practices that have proven effective in a wide range of industries, applications, and organizational settings.

To enhance personal and professional growth, the journal provides a forum for exchanging practical ideas and experiences. Software Quality Professional constantly strives to improve the professionalism of practitioners, the satisfaction of customers, and the well-being of the larger society.

The latest issue of Software Quality Professional is available for review on the ASQ website. There you can read article summaries, full-text articles, and resource reviews from the most recent issue. You can also peruse past issues, review our author guidelines, or subscribe.

Software Quality Professional is published quarterly in December, March, June, and September.

ASQ Member Rate: $55.00 Domestic; $86.00 International;
$79.00 Canada (includes GST).

List Rate: $91.00 Domestic U.S.; $116.00 International;
$116.00 Canada (includes GST).

Institutional e-Subscription Rate: $1,044.00

Visit asq.org/pub/sqp for more information.
Journal of Quality Technology

The Journal of Quality Technology is a peer-reviewed journal published by ASQ. It contributes to the technical advancement of the quality sciences by publishing papers that emphasize the practical applicability of new statistical techniques on design of experiments, process monitoring, reliability, and applied statistics. Papers present new methods, case study examples, comparisons of existing methods, and reviews of the literature on topics of current interest.

The latest issue of the Journal of Quality Technology is available for review on the ASQ website. There you can look inside the latest issue and read article summaries, full-text articles, and book reviews. You can also peruse past issues and upcoming articles, review our author guidelines, order reprints, or subscribe.

The Journal of Quality Technology is published in January, April, July, and October.

ASQ Member Rate: $38.00 Domestic; $60.00 International; $63.00 Canada (includes GST).
List Rate: $55.00 Domestic U.S.; $79.00 International; $72.00 Canada (includes GST).
Institutional e-Subscription Rate: $876.00
Visit asq.org/pub/jqt for more information.

The Journal for Quality and Participation

The Journal for Quality and Participation is peer-reviewed and published by ASQ. It focuses on the people side of quality, particularly employee involvement, facilitation, and teams; human resource management; leadership theories and practices; change management; as well as articles related to the education market and social responsibility.

The latest issue of The Journal for Quality and Participation is available for review on the ASQ website. There you can look inside the latest issue and read article summaries, full-text articles, and book reviews. You can also peruse past issues and upcoming articles, review our author guidelines, order reprints, or subscribe.

The Journal for Quality and Participation is published in January, April, July, and October.

ASQ Member Rate: $55.00 Domestic; $86.00 International; $79.00 Canada (includes GST).
List Rate: $91.00 Domestic U.S.; $103.00 International; $103.00 Canada (includes GST).
Institutional e-Subscription Rate: $834.00
Visit asq.org/pub/jqp for more information.

Quality Engineering

Quality Engineering is a peer-reviewed, quarterly journal co-published by Taylor and Francis and ASQ. Directed to professionals in all engineering and management fields interested in quality improvement, this journal provides the widest-ranging coverage of “how-we-did-it” accomplishments, focusing on comprehensive quality science applications throughout the entire economy and society. The journal contains the latest thinking on quality control and quality assurance management, related physical technology, associated statistical tools, standards information, and more.

ASQ members receive special pricing when purchased through ASQ. Subscriptions are available to ASQ members only. If you wish to subscribe to this journal and are not an ASQ member, please contact the publisher directly.

Quality Engineering is published in January, April, July, and October.

ASQ Member Rate: $41.70 Domestic; $61.50 International; $61.50 Canada (includes GST).

Technometrics

Technometrics is co-published by ASQ and the American Statistical Association (ASA).

The journal emphasizes clear communication among statisticians and practitioners of these sciences and the application of statistical concepts and methods to problems that occur. Technometrics publishes papers that describe new statistical techniques; illustrate innovative application of known statistical methods; or review methods, issues, or philosophies in a particular area of statistics or science, when such papers are consistent with the journal’s objective. Since 1959, the methods presented in the journal have reflected changes in the discipline.

ASQ members receive special pricing when purchased through ASQ. Subscriptions are available to ASQ members only. If you wish to subscribe to this journal and are not an ASQ member, please contact the publisher directly.

Technometrics is published quarterly in February, May, August, and November.

ASQ Member Rate: $35.00 Domestic; $35.00 International; $35.00 Canada (includes GST).
The Certified Six Sigma Black Belt Handbook
T.M. Kubiak
Achieve the highest level of Six Sigma knowledge and achievement, Master Black Belt, with this handbook that specifically addresses ASQ’s certification of the same name. It gives exam-takers and also those in the field the information they need on the topics critical to Master Black Belts, including enterprise-wide planning and deployment, cross-functional competencies, project management, training design and delivery, mentoring responsibilities, and advanced measurement methods and tools.
2012 7 x 10 hardcover 672 pages
Item: H1404
Member Price: $99.00
List Price: $139.00

The Lean Handbook
A Guide to the Bronze Certification Body of Knowledge
Anthony Manos and Chad Vincent, editors
This comprehensive handbook covers all the topics included in the Lean Certification Body of Knowledge (SME/AME/Shingo Prize/ASQ Partnership), including cultural enablers, continuous process improvement, consistent lean enterprise culture, and business results. Written by a team of lean experts with years of experience in the field, this book will be indispensable to anyone interested in implementing and sustaining a lean initiative.
2011 7 x 10 hardcover 464 pages
Item: H1403
Member Price: $89.00
List Price: $129.00

The Certified Six Sigma Green Belt Handbook
Roderick A. Munro, Matthew J. Maio, Mohamed B. Nawaz, Govindarajan Ramu, and Daniel J. Zrymiak
This reference manual will help those interested in passing ASQ’s certification exam for Six Sigma Green Belts, those who may need to train future Green Belts, and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects.
From lean and project management to statistics and data analysis, the DMAIC process is explained in a clear and insightful manner. Figures, tables, references, and useful appendices only add to this book’s comprehensiveness.
2008 7 x 10 hardcover 480 pages
Item: H1290
Member Price: $89.00
List Price: $129.00

NEW ASQ Pocket Guide: Certified Six Sigma Green Belt
Roderick A. Munro
The focus of this pocket guide is to help you—the Certified Six Sigma Green Belt (CSSGB)—to bring your organization success in all its Six Sigma projects. It is perfect for on-the-job use by Green Belts to clarify the many concepts and tools that can keep projects on track to successful completion, and perfect for training your project team. Designed to be comprehensive, but concise enough to fit in your pocket, the guide is a perfect companion for anyone involved in a Six Sigma project.
2013 3½ x 5½ spiralbound approximately 200 pages
Item: H1442
Member Price: $17.00
List Price: $29.00
Available Summer 2013

NEW ASQ Pocket Guide: Certified Six Sigma Black Belt
T. M. Kubiak
The focus of this pocket guide is to help you—the Certified Six Sigma Black Belt (CSSBB)—to bring your organization success in all its Six Sigma projects. It is perfect for on-the-job use by Black Belts to clarify the many concepts and tools that can keep projects on track to successful completion, and perfect for training your project team. Designed to be comprehensive, but concise enough to fit in your pocket, the guide is a perfect companion for anyone involved in a Six Sigma project.
2013 3½ x 5½ spiralbound approximately 200 pages
Item: H1441
Member Price: $17.00
List Price: $29.00
Available Summer 2013

Order your books today with promo code QPKDK33!  800-952-6587  asq.org/pubs2013
**Lean Kaizen**

*A Simplified Approach to Process Improvements*

George Alukal and Anthony Manos

The intended audience for this book includes quality or operational professionals who want to start their lean journey or enhance their career opportunities. After introducing the concepts of lean and kaizen, various building blocks of a lean enterprise are described. Those who read this book will have a foundation in what is understood today as “lean.” The forms, figures, and checklists included as part of this book, and also on the accompanying CD-ROM, can be customized and used in the readers’ own lean journey when they perform kaizens.

2006 6 x 9 softcover 192 pages

Item: H1284

Member Price: $30.00

List Price: $50.00

**Six Sigma Green Belt, Round 2**

*Making Your Next Project Better Than the Last One*

Tracy L. Owens

This book is intended for the Green Belt or anybody who has attended Six Sigma training and has been coached through a complete project, and who now wants to or needs to step out on their own and manage improvement projects without a dedicated coach. Detailed in these pages is a user-friendly guide to completing an improvement project quickly and thoroughly. The author has identified the nine most critical elements of a project and presented the tools needed to deliver those nine. A person who has been exposed to Six Sigma training will not have a difficult time understanding and applying the tools and techniques presented. Even a non-Green Belt will find this material to be usable with only a little coaching.

2011 7 x 10 hardcover 160 pages

Item: H1419

Member Price: $32.00

List Price: $53.00

**NEW**

*The Lean Turnaround*

*How Business Leaders Use Lean Principles to Create Value and Transform Their Company*

Art Byrne

Lean isn’t just for manufacturing anymore. Few business leaders in the world have applied lean strategy as successfully as Art Byrne has—and none have the ability to explain how to do it with such succinctness and clarity.

Famous for turning around the wire management company Wiremold, where he rethought every aspect of operations from the customer’s standpoint—and got everyone else in the company to do likewise—Byrne has successfully implemented lean strategies in more than 30 companies in 14 different countries.

2013 6 x 9 hardcover 272 pages

Item: P1490

Price: $35.00

**NEW**

*The Spirit of Kaizen*

*Creating Lasting Excellence One Step at a Time*

Bob Maurer, Robert Maurer, and Leigh Ann Hirschman

Filled with practical tips and ready-to-use tools for managers, innovators, and entrepreneurs, *The Spirit of Kaizen* is the essential handbook for a changing world. You’ll learn how to think outside the suggestion box, remove mental blindfolds, manage stress with one-minute exercises, and handle rising healthcare costs. You’ll discover the “small step” secrets for dealing with all kinds of people, from tough bosses and listless workers to stubborn clients and fussy customers.

2012 6 x 9 hardcover 178 pages

Item: P1483

Price: $22.00

**Lean ISO 9001**

*Mike Micklewright*

While many companies are mandated to be ISO 9001 certified, they are not obtaining the value from it they would like.

At the same time there are tens of thousands of companies worldwide participating in a lean journey—modeled after the Toyota Production System—to eliminate waste in their processes. One of the biggest problems organizations have with lean implementation is sustaining the improvements they make. Author Mike Micklewright believes that implementing lean and ISO 9001 are two complementary forces that when combined can be a powerful force in driving increased profits for any ISO 9001-registered organization. Use this book in leaning out your quality management system processes and provide a spark for your ineffective and sedentary system.

2010 6 x 9 hardcover 250 pages

Item: H1384

Member Price: $44.00

List Price: $73.00

**Lean Six Sigma for the Public Sector**

*Leveraging Continuous Process Improvement to Build Better Governments*

Brandon Cole

Organizations are continuously trying to make themselves better by reducing cost, increasing customer satisfaction, and creating an environment of empowered employees. In much the same way, governments are continuously required to do “more with less,” enhance budget and organizational performance, and increase their impact.

The author’s goal is to share his extensive knowledge gained in implementing a Lean Six Sigma approach to address challenges experienced in the public sector, such as lack of “customer” focus, lack of leadership support, a lack of focus on metrics like profit or revenue generation, hierarchical environments, and high complexity.

2011 6 x 9 hardcover 192 pages

Item: H1405

Member Price: $41.00

List Price: $68.00

**NEW**

*Lean Kaizen: A Simplified Approach to Process Improvements*

George Alukal and Anthony Manos

The intended audience for this book includes quality or operational professionals who want to start their lean journey or enhance their career opportunities. After introducing the concepts of lean and kaizen, various building blocks of a lean enterprise are described. Those who read this book will have a foundation in what is understood today as “lean.” The forms, figures, and checklists included as part of this book, and also on the accompanying CD-ROM, can be customized and used in the readers’ own lean journey when they perform kaizens.

2006 6 x 9 softcover 192 pages

Item: H1284

Member Price: $30.00

List Price: $50.00

**Six Sigma Green Belt, Round 2**

*Making Your Next Project Better Than the Last One*

Tracy L. Owens

This book is intended for the Green Belt or anybody who has attended Six Sigma training and has been coached through a complete project, and who now wants to or needs to step out on their own and manage improvement projects without a dedicated coach. Detailed in these pages is a user-friendly guide to completing an improvement project quickly and thoroughly. The author has identified the nine most critical elements of a project and presented the tools needed to deliver those nine. A person who has been exposed to Six Sigma training will not have a difficult time understanding and applying the tools and techniques presented. Even a non-Green Belt will find this material to be usable with only a little coaching.

2011 7 x 10 hardcover 160 pages

Item: H1419

Member Price: $32.00

List Price: $53.00

**NEW**

*The Lean Turnaround*

*How Business Leaders Use Lean Principles to Create Value and Transform Their Company*

Art Byrne

Lean isn’t just for manufacturing anymore. Few business leaders in the world have applied lean strategy as successfully as Art Byrne has—and none have the ability to explain how to do it with such succinctness and clarity.

Famous for turning around the wire management company Wiremold, where he rethought every aspect of operations from the customer’s standpoint—and got everyone else in the company to do likewise—Byrne has successfully implemented lean strategies in more than 30 companies in 14 different countries.

2013 6 x 9 hardcover 272 pages

Item: P1490

Price: $35.00

**NEW**

*The Spirit of Kaizen*

*Creating Lasting Excellence One Step at a Time*

Bob Maurer, Robert Maurer, and Leigh Ann Hirschman

Filled with practical tips and ready-to-use tools for managers, innovators, and entrepreneurs, *The Spirit of Kaizen* is the essential handbook for a changing world. You’ll learn how to think outside the suggestion box, remove mental blindfolds, manage stress with one-minute exercises, and handle rising healthcare costs. You’ll discover the “small step” secrets for dealing with all kinds of people, from tough bosses and listless workers to stubborn clients and fussy customers.

2012 6 x 9 hardcover 178 pages

Item: P1483

Price: $22.00

**Lean ISO 9001**

*Mike Micklewright*

While many companies are mandated to be ISO 9001 certified, they are not obtaining the value from it they would like.

At the same time there are tens of thousands of companies worldwide participating in a lean journey—modeled after the Toyota Production System—to eliminate waste in their processes. One of the biggest problems organizations have with lean implementation is sustaining the improvements they make. Author Mike Micklewright believes that implementing lean and ISO 9001 are two complementary forces that when combined can be a powerful force in driving increased profits for any ISO 9001-registered organization. Use this book in leaning out your quality management system processes and provide a spark for your ineffective and sedentary system.

2010 6 x 9 hardcover 250 pages

Item: H1384

Member Price: $44.00

List Price: $73.00

**Lean Six Sigma for the Public Sector**

*Leveraging Continuous Process Improvement to Build Better Governments*

Brandon Cole

Organizations are continuously trying to make themselves better by reducing cost, increasing customer satisfaction, and creating an environment of empowered employees. In much the same way, governments are continuously required to do “more with less,” enhance budget and organizational performance, and increase their impact.

The author’s goal is to share his extensive knowledge gained in implementing a Lean Six Sigma approach to address challenges experienced in the public sector, such as lack of “customer” focus, lack of leadership support, a lack of focus on metrics like profit or revenue generation, hierarchical environments, and high complexity.

2011 6 x 9 hardcover 192 pages

Item: H1405

Member Price: $41.00

List Price: $68.00

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
Six Sigma for the New Millennium

A CSSBB Guidebook, Second Edition
Kim H. Pries
This book follows the ASQ Certified Six Sigma Black Belt (CSSBB) Body of Knowledge (BoK) exactly and is designed to walk the reader through at a medium-level of detail. Organization of the material is completely straightforward—broken down into “bite-size” chunks with the student in mind. While a plethora of books claim some relation to Six Sigma, unfortunately very few of them support the BoK explicitly. It can serve as an intense, high-speed tutorial for the CSSBB exam, a reference for the working Black Belt, or a resource to find further reading. Trainers could use it in their Black Belt certification preparation classes.

2009 8½ x 11 softcover 456 pages
Item: H1359
Member Price: $6700
List Price: $112.00

Lean Six Sigma Demystified, Second Edition
Jay Arthur
This is your lean and mean guide to Lean Six Sigma. Ready to implement better, faster, cheaper, more-profitable processes in your organization? Lean Six Sigma Demystified, Second Edition, shows you how to use proven techniques for simplifying, streamlining, and optimizing business practices for maximum productivity and profitability. Written in a step-by-step format, this practical guide covers the fundamental methods and tools of Lean Six Sigma. You’ll get details on reducing defects and deviation, sustaining improvements, and achieving laser-focused process innovations.

2011 6 x 9 softcover 496 pages
Item: P1432
Price: $22.00

The McGraw-Hill 36-Hour Course
Lean Six Sigma
Sheila Shaffie and Shahbaz Shahbazi
With the integration of lean and Six Sigma, businesses have a potent tool in the never-ending drive to deliver top-quality service and products. But you don’t need to be a Black Belt to build quality and efficiency into all areas of your operation; you just need The McGraw-Hill 36-Hour Course: Lean Six Sigma. Sheila Shaffie and Shahbaz Shahbazi, leading Six Sigma experts and trainers, put you on the fast track to Lean Six Sigma expertise. Featuring a detailed overview of lean and Six Sigma methodologies and case studies that demonstrate how to incorporate these principles, this guide will teach you how to deliver consistent customer service, reduce operational cost and risk, and build and sustain a culture of continuous improvement.

2012 hardcover 256 pages
Item: P1472
Price: $20.00

Lean Acres
 Strategic Innovation and Improvement in a Familiar Setting
Jim Bowie
Change can be hard. It is often difficult to conceive performing tasks in a different order, in a different place, at a different time, or in a different manner altogether. And this is only for the individual. When we talk about organizational change, the difficulty increases exponentially with each individual that is added to the equation. Regardless of organizational improvement methodology (lean, Six Sigma, ISO, balanced scorecard), as programs they are difficult to implement; as disciplines they are difficult to understand. This book uses as its basis a story that is not untrue, but it is not fact either. It is a story in which the group dynamics are real, the problems are valid, and the solutions legitimate. It asks you to consider a complex environment with multiple classes interacting between functional units with requirements that are perceived as exclusive and unique, and personal preferences that reinforce presumed boundaries. It asks you to follow along as all these individuals work together using the basics of four quality methodologies (lean, Six Sigma, theory of constraints, and business process reengineering) to address the problems they face, discover solutions together, and move forward in continuous performance improvement.

2011 6 x 9 softcover 264 pages
Item: H1408
Member Price: $1900
List Price: $32.00

Six Sigma Demystified, Second Edition
Paul Keller
No fancy formulas, no staggering statistics, just optimal results every time! One of the most useful and powerful improvement methodologies in the business world today, Six Sigma offers smart leaders invaluable strategies and techniques for achieving corporate goals...with an astonishing success rate. Now, Six Sigma Demystified explains this otherwise complex topic in clear and simple terms that can help any manager solve problems, anticipate customer needs, and meet the demands of the most challenging markets.

2011 6 x 9 softcover 544 pages
Item: P1433
Price: $22.00

The Lean Six Sigma Pocket Toolbook
Michael L. George, David Rowlands, Mark Price, and John Maxey
This toolbook blends lean and Six Sigma tools and concepts, providing expert advice on how to determine which tool within a family is best for different purposes. Packed with detailed examples and step-by-step instructions, it’s the ideal reference guide to help Green Belts and Black Belts make the transition from the classroom to the field. It features brief summaries and examples of the 70 most important tools in Lean Six Sigma, such as pull, Heijunka, and control charts, and groups them by purpose and usage.

2010 6 x 9 softcover 282 pages
Item: P1399
Price: $16.95
Many business functions have been improved through the use of a variety of quality techniques, but for the most part, office and administrative functions have not kept pace. Office Kaizen will show you how to improve office, administrative, and support functions in a consistent, reliable manner that adds value without creating more problems. Office Kaizen will help create office and administrative processes and work groups that generate a competitive advantage, while reducing costs and increasing performance. 

2002 6 x 9 softcover 184 pages
Item: H1168
Member Price: $18.00
List Price: $30.00

An organization that effectively utilizes kaizen (and/or lean manufacturing and/or Lean Six Sigma) methods over the long term as a normal part of everyday business is one that has dramatically changed its culture from what it was before. Expanding upon what Office Kaizen presented, this book continues to forego dependence upon good fortune and completes the picture of what’s required for a comprehensive, sustainable office kaizen implementation. The purpose is to provide predictable, defined structures and methods to replace circumstance and luck in the pursuit of excellence.

2011 7 x 10 softcover 376 pages
Item: H1401
Member Price: $40.00
List Price: $66.00

Six Sigma is one of the most effective strategies for improving processes, creating better products, and boosting customer satisfaction, but business leaders often balk at its reputation for being too complex. Don’t fall into that trap. Six Sigma is simple to understand and implement—if you have Statistics for Six Sigma Made Easy!

2013 7 x 10 softcover 272 pages
Item: P1487
Price: $27.00

Office Kaizen
Transforming Office Operations Into a Strategic Competitive Advantage
William Lareau

Gemba Kaizen
A Commonsense Approach to a Continuous Improvement Strategy, Second Edition
Masaaki Imai

Statistics for Six Sigma Made Easy!
Revised and Updated Second Edition
Warren Brussee

Healthcare Kaizen
Engaging Front-Line Staff in Sustainable Continuous Improvements
Mark Graban and Joseph E. Swartz

Office Kaizen 2
Harnessing Leadership, Organizations, People, and Tools for Office Excellence
William Lareau

Optimizing TOC and Lean-Six Sigma
Reza (Russ) M. Pirasteh and Robert E. Fox

NEW

Profitability With No Boundaries

NEW

Statistics for Six Sigma Made Easy!
Revised and Updated Second Edition
Warren Brussee

Healthcare Kaizen
Engaging Front-Line Staff in Sustainable Continuous Improvements
Mark Graban and Joseph E. Swartz

Optimizing TOC and Lean-Six Sigma
Reza (Russ) M. Pirasteh and Robert E. Fox

Profitability With No Boundaries

Order your books today with promo code QPKDK331 • 800-952-6587 • asq.org/pubs2013
Process Improvement Using Six Sigma
A DMAIC Guide
Rama Shankar
While there are many self-help books out there, here the topics are discussed in a way that takes the fear out of Six Sigma and statistics. This guide takes readers through the five phases of the Six Sigma methodology—define, measure, analyze, improve, and control (DMAIC)—in five clearly written and easy-to-understand sections. You learn each phase’s purpose and what activities to perform in each. Numerous examples are included throughout and all statistics are described to the exact level of understanding necessary. Each of the five sections then concludes with a checklist to ensure that all of the phases’ activities have been completed.

2009 6 x 9 softcover 128 pages
Item: H1360
Member Price: $18.00
List Price: $30.00

Lean Six Sigma for Supply Chain Management
James W. Martin
This book contains specific information for developing inventory models, metrics for aligning objectives with strategic goals, a concise overview of supply chain concepts, and models illustrating how lead time and demand impact customer service and inventory investment levels. This vital resource features a complete program for Lean Six Sigma improvement and control, the latest Lean Six Sigma methods to identify and manage supply chains, expert help with Lean Six Sigma supply chains and third-party logistics, applications of Lean Six Sigma to MRPII, and guidance on root cause analysis using Six Sigma tools.

2009 6 x 9 hardcover 432 pages
Item: P1384
Price: $34.95

Rath & Strong’s Six Sigma Advanced Tools Pocket Guide
Augustine A. Stagliano
A companion to the best-selling Rath & Strong Pocket Guide to Six Sigma, Rath & Strong’s Six Sigma Advanced Tools Pocket Guide is designed to help Six Sigma Black Belts, Green Belts, and team leaders from every field to implement the most powerful tools in Six Sigma without getting bogged down in statistical theory. This pocket-sized field guide provides practical advice on the use of advanced tools, such as sampling, analysis of variance, multiple regression, and design of experiments. Each tool is explained in easy-to-understand language, permitting the reader to solve real-world problems in any area of business.

2004 3½ x 5½ spiralbound 200 pages
Item: P1407
Price: $12.95

Sailing Through Six Sigma
Michael Brassard and Diane Ritter
Sailing Through Six Sigma was written by Michael Brassard and Diane Ritter—the best-selling authors of the Memory Jogger series. This book brings you all the information needed to learn and successfully implement a Six Sigma program in your organization.

2001 6 x 8 spiralbound 216 pages
Item: P844
Price: $25.95

Rath & Strong’s Six Sigma Advanced Tools Pocket Guide
Augustine A. Stagliano
A companion to the best-selling Rath & Strong Pocket Guide to Six Sigma, Rath & Strong’s Six Sigma Advanced Tools Pocket Guide is designed to help Six Sigma Black Belts, Green Belts, and team leaders from every field to implement the most powerful tools in Six Sigma without getting bogged down in statistical theory. This pocket-sized field guide provides practical advice on the use of advanced tools, such as sampling, analysis of variance, multiple regression, and design of experiments. Each tool is explained in easy-to-understand language, permitting the reader to solve real-world problems in any area of business.

2004 3½ x 5½ spiralbound 200 pages
Item: P1407
Price: $12.95

The Six Sigma Memory Jogger II
A Pocket Guide of Tools for Six Sigma Improvement Teams
GOAL/QPC
This pocket guide opens your team members’ minds to the power of Six Sigma to close the value gap between you and your competitors, increase your company’s profitability, strengthen your market position, and make your company a happier, more successful place to work!

2002 3½ x 5½ spiralbound 266 pages
Item: P991
Price: $19.95

The Black Belt Memory Jogger
A Pocket Guide for Six Sigma Success
GOAL/QPC
No Black Belt should undertake a Six Sigma project without a copy of The Black Belt Memory Jogger™ in his or her pocket. As a quick reference under tight timelines, it will help keep projects—and concepts—on track. As a teaching tool for team members, it has no equal; small and easy to carry, comprehensive yet concise, and most of all, written from a training perspective so every topic and every page goes quickly to the critical point of interest. It is the perfect place for mentor and student to come together and begin to build new levels of Six Sigma success.

2002 3½ x 5½ spiralbound 272 pages
Item: P992
Price: $19.95

Order your books today with promo code QPKDK33!  800-952-6587  asq.org/pubs2013
Pocket Guides

NEW ASQ Pocket Guide: Certiﬁed Six Sigma Black Belt
T. M. Kubiak
The focus of this pocket guide is to help you—the Certiﬁed Six Sigma Black Belt (CSSBB)—to bring your organization success in all its Six Sigma projects. It is perfect for on-the-job use by Black Belts to clarify the many concepts and tools that can keep projects on track to successful completion, and perfect for training your project team. Designed to be comprehensive, but concise enough to ﬁt in your pocket, the guide is a perfect companion for anyone involved in a Six Sigma project.
2013 3½ x 5½ spiralbound approximately 200 pages
Item: H1441
Member Price: $17.00
List Price: $29.00
Available Summer 2013

NEW ASQ Pocket Guide: Certiﬁed Six Sigma Green Belt
Roderick A. Munro
The focus of this pocket guide is to help you—the Certiﬁed Six Sigma Green Belt (CSSGB)—to bring your organization success in all its Six Sigma projects. It is perfect for on-the-job use by Green Belts to clarify the many concepts and tools that can keep projects on track to successful completion, and perfect for training your project team. Designed to be comprehensive, but concise enough to ﬁt in your pocket, the guide is a perfect companion for anyone involved in a Six Sigma project.
2013 3½ x 5½ spiralbound approximately 200 pages
Item: H1442
Member Price: $17.00
List Price: $29.00
Available Summer 2013

NEW The ASQ Quality Improvement Pocket Guide
Basic History, Concepts, Tools, and Relationships
Grace L. Duffy, editor
This pocket guide is designed to be a quick, on-the-job reference for anyone interested in making their workplace more effective and eﬃcient. It will provide a solid initial overview of what “quality” is and how it impacts you and your organization. One of its goals is to pique your interest and convince you why and how this quality stuff works.
The tools of quality described herein are universal. Since organizational and process improvement is increasingly integrated into all areas of an organization, everyone must understand the basic principles of process control and process improvement. This succinct and concentrated guide can help accomplish that.
2013 3½ x 5½ spiralbound approximately 200 pages
Item: H1443
Member Price: $14.00
List Price: $24.00
Available Spring 2013

The GD&T Hierarchy Pocket Guide
Gr 14.5-2009
Don Day
Here is the geometric dimensioning and tolerancing pocket guide you have been waiting for. All illustrations are in full color. By using solid models of real parts, 3-D illustrations of datums and geometric tolerance zones, and extensive use of color, it was possible to create a handy guide that clearly explains the meaning of GD&T.
2009 spiralbound 130 pages
Item: P1427
Price: $14.95

The Six Sigma Memory Jogger II
A Pocket Guide of Tools for Six Sigma Improvement Teams
GOAL/QPC
This pocket guide opens your team members’ minds to the power of Six Sigma to close the value gap between you and your competitors, increase your company’s proﬁtability, strengthen your market position, and make your company a happier, more successful place to work!
2002 3½ x 5½ spiralbound 272 pages
Item: P991
Price: $19.95

The Black Belt Memory Jogger
A Pocket Guide for Six Sigma Success
GOAL/QPC
No Black Belt should undertake a Six Sigma project without a copy of The Black Belt Memory Jogger™ in his or her pocket. As a teaching tool for team members, it has no equal; small and easy to carry, comprehensive yet concise, and most of all, written from a training perspective so every topic and every page goes quickly to the critical point of interest. It is the perfect place for mentor and student to come together and begin to build new levels of Six Sigma success.
2002 3½ x 5½ spiralbound 272 pages
Item: P992
Price: $19.95

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
<table>
<thead>
<tr>
<th>Title</th>
<th>Author(s)</th>
<th>Description</th>
<th>ISBN 13</th>
<th>Format</th>
<th>Pages</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Internal Auditing Pocket Guide</td>
<td>J.P. Russell</td>
<td>Preparing, Performing, Reporting, and Follow-up, Second Edition</td>
<td>-</td>
<td>Spiralbound</td>
<td>224</td>
<td>$17.00</td>
</tr>
<tr>
<td>Virtual Communication and Remote Auditing</td>
<td>J.P. Russell and Shauna Wilson</td>
<td>The purpose of this book is to provide guidelines for using electronic communication tools as part of the auditing process. The pros and cons of conducting e-audits and their consequences will be reviewed. There are situations when e-auditing techniques are more efficient and other times they may be less efficient and even lead to questionable audit report conclusions. In this book we provide proven techniques for conducting remote audit (eAudits) and explore eAuditing practices to help organizations make informed decisions regarding their use. Combined, the two authors have more than 20 years' experience conducting remote audits and using virtual communication technologies.</td>
<td>978-1-931763-63-4</td>
<td>Spiralbound</td>
<td>184</td>
<td>$14.95</td>
</tr>
</tbody>
</table>
| The Problem Solving Memory Jogger                    | GOAL/QPC Staff                   | A problem exists when there is a gap between the current performance level of a process, product, or service, and the desired performance level. Problem solving, as it's covered in this book, is the systematic investigation of a process to identify the root cause of the gap, and taking corrective action to eliminate the gap and keep it from occurring in the future. We start with good teams:  
- Understand work as a process  
- Identify important problems to work on  
- Develop team skills  
- Find the root cause  
- Generate innovative solutions | 978-1-931763-48-1 | Spiralbound | 258     | $19.95      |
| The Lean Six Sigma Pocket Toolbook                   | Michael L. George, David Rowlands, Mark Price, and John Maxey | This toolbook blends lean and Six Sigma tools and concepts, providing expert advice on how to determine which tool within a family is best for different purposes. Packed with detailed examples and step-by-step instructions, it’s the ideal reference guide to help Green Belts and Black Belts make the transition from the classroom to the field. It features brief summaries and examples of the 70 most important tools in Lean Six Sigma, such as pull, Heijunka, and control charts, and groups them by purpose and usage. | 978-1-931763-02-4 | Softcover   | 282     | $16.95      |
| The Process Management Memory Jogger                 | GOAL/QPC                         | Building Cross-Functional Excellence  
This book will help your organization implement and sustain proven performance improvement methodologies like TQM, BPR, ERP, Six Sigma, lean, and BPM. Business process management isn’t a program or technology investment; it is a philosophy that incorporates and integrates proven techniques to deliver sustainable business improvements. | 978-1-931763-38-6 | Spiralbound | 238     | $19.95      |
| Rath & Strong’s Six Sigma Team Pocket Guide          | Mary Federico and Renee Beaty    | An alarming number of Six Sigma projects fail not because of misuse of Six Sigma’s statistical tools but because of internal politics and poor communication between team members and the rest of the organization. This pocket guide helps team leaders and members reverse this trend, explaining the interpersonal and political skills needed to make each Six Sigma project a success. It is written in the same style and format that proved so successful with the first Rath & Strong guide, and is based on the firm’s popular Six Sigma training workshops. | 978-1-931763-25-6 | Spiralbound | 176     | $12.95      |

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
The Lean Enterprise Memory Jogger for Service
Richard L. Macknes
This brand new version of the original Lean Enterprise Memory Jogger applies lean concepts to both services and transactional organizations. It holds the key to helping you achieve superior service levels, efficiently and effectively, while retaining desirable customers and attracting new ones. Industry has learned that traditional lean manufacturing approaches can have disastrous results when applied to the service environment. This pocket guide is based on a proven approach to address the unique nature of service demand and supply. The lean methods contained herein are adapted to the service environment and have been applied to private and public sector organizations around the globe with measurable success.

2010 3½ x 5½ spiralbound 250 pages
Item: P1385
Price: $17.95

The Process Auditing and Techniques Guide
Second Edition
J.P. Russell
This book focuses on the methods and techniques of conducting internal and external process audits. Learn how to apply PDCA and ACDP techniques, prepare process flow and tree diagrams, determine process effectiveness, and compose an audit report assessing compliance, controls, risk, and process optimization. This guide is ideal for individuals who have a general understanding of auditing techniques and is written for auditors who conduct first-, second-, and third-party audits to any standard or work instruction.

2010 3½ x 5½ spiralbound 152 pages
Item: H1346
Member Price: $17.00
List Price: $28.00

The Pocket Guide to the Baldrige Award Criteria, 16th Edition
Mark Graham Brown
Updated yearly to match changing requirements, this guide is designed to help you understand the criteria for the Malcolm Baldrige National Quality Award. The Baldrige Criteria are being used by thousands of organizations around the world to evaluate their progress toward becoming the best in their fields. This 16th edition of The Pocket Guide to the Baldrige Criteria (five-pack) begins with commonly asked questions about the award criteria. It then breaks down the 19 items under the seven category headings of the Baldrige Criteria with concise explanations and quick tips of what excellent companies do in each area.

2011 6 x 9 softcover 64 pages
Item: P1435
Price: $35.95

Facilitation at a Glance!
Your Pocket Guide to Facilitation, Third Edition
Ingrid Bens
After more than 12 years as a best seller, Facilitation at a Glance! is now in its third edition packed with even more resources, exciting tools, and a new concise look!

Facilitation skills are crucial to the success of groups and teams. Facilitators guide and direct the process, therefore resulting in more effective and efficient projects. Considering all the meetings that project managers and leaders hold, it is easy to see why facilitation is fast becoming recognized as an essential core skill! Not only do project managers need to know how to run highly effective meetings, they also need strategies for creating buy-in, overcoming resistance, and building true consensus.

The most notable update is an entirely new chapter about how leaders can balance the facilitator role with their other duties, since most facilitation is actually done by leaders and not neutral outsiders.

2012 spiralbound 216 pages
Item: P1469
Price: $16.95
The Change Agent’s Guide to Radical Improvement

Ken Miller

Change agents are individuals who have the knowledge, skills, and tools to help organizations create radical improvement. They achieve results through their keen ability to facilitate groups of people using well-defined processes to develop, organize, and sell new ideas. They are the invisible hands that turn vision into action. The Change Agent’s Guide to Radical Improvement is a comprehensive how-to book, packed with all of the information and tools necessary to make any improvement project a rousing success. Its unique methods integrate the best practices in organizational development, team building, voice of the customer, reengineering, problem solving, creativity, innovation, and project management.

2002 8½ x 11 softcover 312 pages
Item: H1140
Member Price: $36.00
List Price: $60.00

Start With Why

How Great Leaders Inspire Everyone to Take Action

Simon Sinek

Why are some people and organizations more innovative, more influential, and more profitable than others? Why do some command greater loyalty?

In studying the leaders who’ve had the greatest influence in the world, Simon Sinek discovered that they all think, act, and communicate in the exact same way—and it’s the complete opposite of what everyone else does. People like Martin Luther King Jr., Steve Jobs, and the Wright Brothers might have little in common, but they all started with why.

Drawing on a wide range of real-life stories, Sinek weaves together a clear vision of what it truly takes to lead and inspire.

2012 softcover 256 pages
Item: P1468
Price: $15.00

Making Change Work

Practical Tools for Overcoming Human Resistance to Change

Brian Palmer

Making Change Work addresses buy-in, acceptance, motivation, anticipation, fear, uncertainty, and all the other messy human considerations that cause change to fail in the real world. The concepts included throughout the book will help you in two ways. First, the book provides tools to measure your organization’s readiness to change. Second, it provides many tools to apply sequentially and logically to gain acceptance of the change throughout the organization.

2004 6 x 9 softcover 104 pages
Item: H1202
Member Price: $20.00
List Price: $33.00

The Public Health Quality Improvement Handbook

Ron Bialek, John W. Moran, and Grace L. Duffy

This book, a collaboration between ASQ and the Public Health Foundation, is an anthology of chapters written by subject matter experts in public health who are successfully meeting client needs, working together to maximize outcomes, and expanding their collaboration with community partners to encourage better health within neighborhoods, counties, and states.

There has never been a better time or a more urgent need for us to harness the energy, enthusiasm, hard work, and dedication of our public health work force to make a lasting difference. By effectively using quality improvement tools and techniques, we can, and will, improve our nation’s health.

2009 7 x 10 hardcover 480 pages
Item: H1362
Member Price: $52.00
List Price: $87.00

Quality Function Deployment and Lean Six Sigma Applications in Public Health

Grace L. Duffy, John W. Moran, and William J. Riley

This book introduces the concepts embedded in quality function deployment (QFD) and Lean Six Sigma to help public health professionals implement quality improvement within their agencies. The tools and techniques of QFD and Lean Six Sigma are designed to augment a robust PDCA or PDSA problem-solving process, not replace it. QFD and Lean Six Sigma tools and techniques can help problem-solving teams by providing insight into customer needs and wants, design and development of customer-centric processes, and mapping value streams. Both QFD and Lean Six Sigma focus on doing the most with the resources we have. This dual external/internal focus offers an excellent partnership of quality improvement tools for public health.

2010 7 x 10 hardcover 224 pages
Item: H1382
Member Price: $40.00
List Price: $66.00

Best-Seller

The ASQ Quality Improvement Pocket Guide

Basic History, Concepts, Tools, and Relationships

Grace L. Duffy, editor

This pocket guide is designed to be a quick, on-the-job reference for anyone interested in making their workplace more effective and efficient. It will provide a solid initial overview of what “quality” is and how it impacts you and your organization. One of its goals is to pique your interest and convince you why and how this quality stuff works.

The tools of quality described herein are universal. Since organizational and process improvement is increasingly integrated into all areas of an organization, everyone must understand the basic principles of process control and process improvement. This succinct and concentrated guide can help accomplish that.

2013 3½ x 5½ spiralbound approximately 200 pages
Item: H1445
Member Price: $14.00
List Price: $24.00
Available Spring 2013
A Guide to Liability Prevention
E.F. “Bud” Gookins

This book is designed to be an easily read, high-level guide to inform the executive management and staff support functions of an organization how critical it is to develop a product liability prevention system and the steps needed to establish an effective product safety plan.

Internationally known quality consultant and lecturer Bud Gookins walks the reader through a series of product systems and design concepts that will enable the manufacturer and service organizations to establish a product safety and product liability prevention process that can be integrated into an existing structure. It discusses the key elements of a sound operational process, quality assurance, and reliability system approach to product safety. It will address product liability prevention initiatives, the salient points involved in justifying a product recall, and how to navigate through the recall of a defective product that reaches the field.

2012    6 x 9 hardcover    144 pages
Item: H1431
Member Price: $2900
List Price: $48.00

Achieving a Safe and Reliable Product

The Seven Elements Essential for Product Liability Prevention
Timothy A. Pine

Product safety problems really waste company resources, alienate consumers, frustrate employees, and leave company stakeholders disgusted. It is easy to understand why most consumer product companies are committed to product safety and why they often seem willing to devote even more resources to increase their organization’s safety commitment. Achieving excellence in product safety is not about seeking more commitment. It is all about understanding what to do and how to do it using the fine organization one already has.

Product Safety Excellence defines the seven vital elements that are essential to achieving state-of-the-art product safety performance with the benefits of product liability prevention, product quality improvement, and higher levels of consumer trust and loyalty.

This book is appropriate for anyone interested in understanding the concepts underlying product safety excellence. It should especially be read by management and technical personnel with a responsibility and/or desire for eliminating product safety problems and improving profitability and consumer loyalty.

2012    6 x 9 hardcover    136 pages
Item: H1432
Member Price: $20.00
List Price: $34.00

Supply Chain Transformation

Generate Business Results by Eliminating Chaos and Building the Foundation for Everyday Excellence
Karen Martin

After two decades in the trenches of helping companies design and build better, more efficient operations, Martin has pinpointed why performance improvement programs usually fail: chaos, the sneaky but powerful force that frustrates customers, keeps business leaders awake at night, and saps company morale.

In The Outstanding Organization Martin offers a toolbox for combating chaos by creating the organizational conditions that will allow your improvement efforts to return greater gains. Proven, practical, and surprisingly simple, Martin’s system focuses on four key behaviors for organizational excellence—clarity, focus, discipline, engagement—that, once instilled into a company’s DNA, open the door to sustainable growth and profit.

2012    hardcover    256 pages
Item: P1471
Price: $30.00

Product Safety Excellence

The Outstanding Organization
Karen Martin

Eliminating Chaos and Building the Foundation for Everyday Excellence

In The Outstanding Organization Martin offers a toolbox for combating chaos by creating the organizational conditions that will allow your improvement efforts to return greater gains. Proven, practical, and surprisingly simple, Martin’s system focuses on four key behaviors for organizational excellence—clarity, focus, discipline, engagement—that, once instilled into a company’s DNA, open the door to sustainable growth and profit.

2012    hardcover    256 pages
Item: P1471
Price: $30.00

The GD&T Hierarchy Y14.5-2009 (Textbook)

Don Day

Why buy two textbooks when one will do the job? The GD&T Hierarchy textbook is intended to aid in the instruction of geometric dimensioning and tolerancing (GD&T) in accordance with the ASME Y14.5-2009 standard as well as the ASME Y14.5M-1994. Where a concept is new to the 2009 revision of the standard it has a shaded background. Coverage also includes selected topics from ASME Y14.41. This full-color text is in landscape format, which made it possible to include more complex drawings than are usually found in a GD&T text. There are over 200 pages with many illustrations of drawings and solid models of actual parts drawn from industry.

2009    8 ½ x 11 spiralbound    200 pages
Item: P1428
Price: $69.00

Order your books today with promo code QPKDK331 • 800-952-6587 • asq.org/pubs2013

29
The Change Management Pocket Guide

Tools for Managing Change

Kate Nelson and Stacey Aaron

In this guide you’ll find 27 valuable change management tools that can be easily customized for any organization. These tools are detailed, flexible, and scalable. Many can be used throughout the project or with different audiences.

2005 spiralbound 152 pages
Item: P1455
Price: $14.95

NEW

Principles of Quality Costs


Douglas C. Wood, managing editor

Everything you ever wanted to know about quality costs is presented in this updated edition.

This fourth edition of Principles of Quality Costs now includes information on the quality cost systems involved with the education, service, banking, and software development industries. You’ll also find new material on ISO 9000, cost systems in small businesses, and activity-based costing. Additional information on team-based problem solving, customer satisfaction, and the costs involved with the defense industry are also offered.

2012 6 x 9 hardcover 240 pages
Item: H1438
Member Price: $46.00
List Price: $76.00

NEW

COD Change or Die

The Business Process Improvement Manual

Maxine Attong and Terrence Metz

Leadership success depends on clarifying and simplifying complex problems while maintaining a positive outlook.

Change or Die: The Business Process Improvement Manual provides you with the tools to do so. Packed with more than 70 pages of workshop tools, agendas, and activities that detail each of the six stages of the business process improvement (BPI) method, it presents a BPI method that promotes the use of facilitator-led workshops to help you and your team make better decisions.

2013 6 x 9 softcover 378 pages
Item: P1498
Price: $49.95

NEW

Advancing the STEM Agenda

Quality Improvement Supports STEM

Cindy P. Veenstra, Fernando F. Padró, and Julie A. Furst-Bowe, editors

In July 2011, the ASQ Education Division held its first Advancing the STEM (science, technology, engineering, and mathematics) Agenda in Education, the Workplace, and Society Conference at the University of Wisconsin–Stout. This publication is a selection of papers and workshops from this groundbreaking conference.

This book reflects research and best practices, integrating the ideas of continuous improvement in combination with a can-do attitude, to provide a resource that will lead others to consider similar innovative and collaborative educational structures to drive more interest in STEM majors in college, and provide for our next generation of scientists, technicians, and engineers.

2012 7 x 10 softcover 304 pages
Item: P1441
Price: $25.00

NEW

Statistical Process Control Demystified

Paul Keller

Identify and reduce variation in business processes using SPC—the powerful analysis tool for process evaluation and improvement.

Statistical Process Control Demystified shows you how to use SPC to enable data-driven decision making and gain a competitive advantage in the marketplace. Written in a step-by-step format, this practical guide explains how to analyze process data, collect data, and determine the suitability of a process in meeting requirements. Attribute and X-bar control charts are discussed, as are charts for an individual’s data. You’ll also get details on process improvement and measurement systems analysis.

2011 7 x 10 softcover 320 pages
Item: H1429
Member Price: $38.00
List Price: $63.00

NEW

Root Cause Analysis Handbook

A Guide to Efficient and Effective Incident Investigation, Third Edition

ABS Consulting—Lee N. Vanden Heuvel, Donald K. Lorenzo, Randall L. Montgomery, Walter E. Hanson, and James R. Rooney

The Root Cause Analysis Handbook presents a proven system for investigating, categorizing, and ultimately eliminating the root causes of incidents with safety, health, environmental, quality, reliability, and production-process impacts. Understanding and applying the processes outlined in this book increases your business’s ability to recover from and prevent incidents with financial and health/safety implications.

2008 9 x 11 softcover 300 pages
Item: P1423
Price: $129.00
**Mapping Work Processes**

**Second Edition**

Bjørn Andersen, Tom Fagerhaug, Bjørnar Henriksen, and Lars E. Onsøyen

This is a hands-on, step-by-step workbook of instructions on how to create flowcharts and document work processes. This second edition includes a supplement to the basic, straightforward flowchart, and the authors have included several new types of process maps.

All the mapping techniques have also been updated, the mapping exercise itself is put into a larger context, and organizational examples from many different industries are used throughout to help readers understand real-life applications of the material presented. An example case study is carried throughout the entire book to illustrate the construction and use of the different types of process maps.

*Price: $64.95*

*Item: P1453*

2011 8 ½ x 11 softcover 691 pages

**The Quality Toolbox**

**Second Edition**

Nancy R. Tague

This classic is a comprehensive reference to a variety of methods and techniques: those most commonly used for quality improvement, many less commonly used, and some created by the author and not available elsewhere. The reader will find the widely used seven basic quality control tools (i.e., fishbone diagram and Pareto chart), as well as the newer management and planning tools. Tools are included for generating and organizing ideas, evaluating ideas, analyzing processes, determining root causes, planning, and basic data-handling and statistics.

*List Price: $57.00*

*Member Price: $49.00*

*Item: H1170*

2008 8 ½ x 11 softcover 584 pages

**Root Cause Analysis**

**Simplified Tools and Techniques, Second Edition**

Bjørn Andersen and Tom Fagerhaug

This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you ensure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any industry or market.

The book is suited for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector.

*List Price: $80.00*

*Member Price: $49.00*

*Item: H1312*

2008 8 ½ x 11 softcover 312 pages

**The 12 Pillars of Project Excellence**

**A Lean Approach to Improving Project Results**

Adil F. Dalal

This book provides you with groundbreaking techniques and tools to develop effective leaders and consistently achieve excellence in project leadership that can result in Six Sigma-type results or failure-free projects. It unveils novel solutions and breakthrough concepts—including project culture analysis, the five powers of project leadership, The Power of Visualization™, The Science of Simplicity™, dynamic risk leadership, and dynamic project failures analysis—to help you chart the most efficient path to the pinnacle of project leadership.

*List Price: $107.00*

*Member Price: $64.00*

*Item: H1315*

2008 7 x 10 hardcover 448 pages

**The Logical Thinking Process**

**A Systems Approach to Complex Problem Solving**

H. William Dettmer

A major rewrite of Dettmer’s classic Goldratt’s Theory of Constraints, this new edition presents a new approach to building and applying logic trees. Dettmer has streamlined the process of constructing the logic trees while simultaneously ensuring that the results are more logically sound and closer representations of reality than ever before. He explains an easier, more logically sound way to integrate current reality than ever before. He explains an easier, more logically sound way to integrate current reality trees with evaporating clouds. His new version of the thinking process “retires” the transition tree in favor of the marriage of a more detailed prerequisite tree and critical chain project management.

*List Price: $80.00*

*Item: H1313*

2005 7 x 10 softcover 584 pages

**Business Process Improvement Toolbox**

**Second Edition**

Bjørn Andersen

This book is fully revised and updated! Its goal is still to give readers practical insight into how they can create a coherent business process improvement system. The first half presents the overall business process improvement model, while the second half of the book presents an easy-to-use toolbox and how and when to use each of the tools. Two extensive new case studies illustrate the use of the full methodology. This book is suitable for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector. It should also be useful as a textbook for students in courses relating to quality management and continuous improvement.

*List Price: $80.00*

*Item: H1224*

2005 7 x 10 softcover 448 pages

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
Quality Improvement Through Planned Experimentation

Third Edition
Ronald Moen, Thomas Nolan, and Lloyd Provost

Co-written by three recipients of the Deming Medal awarded by ASQ, Quality Improvement Through Planned Experimentation, Third Edition discusses the principles and methodologies for planning and conducting experiments to improve products, processes, or systems.

Fully revised with up-to-date case studies and incorporating new software, this authoritative guide fosters the sequential building of knowledge essential for implementing effective improvements. End-of-chapter exercises reinforce what you’ve learned, and forms for designing planned experiments help you integrate the methods in the book into your daily work. The methods of planned experimentation provide an opportunity to better meet the needs of customers, reduce costs, and increase productivity by effecting verifiably beneficial changes.

2012 hardcover 544 pages
Item: P1477
Price: $99.00

Best Practice in Team Excellence

Using the International Team Excellence Award Framework to Improve Your Organization’s Results
Laurie Broedling and Vern Goodwalt

The Team Excellence Framework is based on the approach developed in 1985 by the International Team Excellence Award (ITEA) Process. This framework enables organizations to harness the power that comes from coupling teamwork with a systematic continuous improvement methodology. Organizations that have effectively used this framework attest to how helpful it is in improving organizational results as well as employee engagement. In this new book the authors reveal the benefits of using the Team Excellence Award framework to improve the likelihood that process improvement teams will produce successful results for their organizations, guidance on how to effectively apply the framework to get significant improvements in organizational results, and best practices in applying the framework through examples of award-winning teams.

2012 7 x 10 hardcover 242 pages
Item: H1421
Member Price: $25.00
List Price: $42.00

The Certified Manager of Quality/Organizational Excellence Handbook

Third Edition
Russell T. Westcott, editor

This handbook provides comprehensive guidance for process improvement, describes tools and techniques to drive change, emphasizes sound management principles that have relevance even beyond the quality field, and can be a primer for new leaders and a go-to manual for experienced professionals.

This is the most comprehensive preparatory guide for the ASQ CMQ/OE exam. Included are the newly updated body of knowledge, an extensive glossary of terms, a list of additional references, and on an accompanying CD-ROM, 150 multiple-choice practice exam questions, a constructed response practice exam question with examples of responses, and seven other constructed response questions that can be used for practice.

2006 7 x 10 hardcover 672 pages
Item: H1264
Member Price: $99.00
List Price: $139.00

Juran’s Quality Handbook

The Complete Guide to Performance Excellence, Sixth Edition
Dr. Joseph M. Juran and Joseph A. DeFeo

The most authoritative guide to quality management ever published, revised for the first time in a decade! For more than 50 years, this handbook has been the one essential reference in quality management and engineering—the ultimate authoritative source of answers on universal applications, procedures, techniques, and strategies for attaining superior and sustainable business results through quality. The sixth edition—a major revision—forges a new standard in tools for quality. Bringing leaders, managers, and engineers the most up-to-date methods, research, and theory, under the guidance of a team of the world’s top experts, this definitive resource explains how to plan for quality, achieve quality control, and ensure quality results.

Juran’s Quality Handbook, Sixth Edition features:
• Completely reorganized content reflecting today’s quality management landscape.
• In-depth coverage of performance excellence and Six Sigma quality techniques.
• Details on managing quality in a “lean world.”
• Instructions on implementing the Pareto principle to focus on important business needs.
• Quality management methods for information-based companies.
• Discussion on managing the local and global supply chain.
• Coverage of quality and the environment: designing for sustainability and societal needs.
• Comprehensive coverage of quality management: fundamentals of managing for quality, the managerial role in attaining quality, implementing and deploying quality, the managerial tools, the statistical tools, and the roadmap to attain quality leadership.

2010 7 x 10 hardcover 1,168 pages
Item: P1397
Member Price: $99.00
List Price: $150.00

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
Best-Seller

Root Cause Analysis
The Core of Problem Solving and Corrective Action
Duke Okes
This book provides detailed steps for how to solve problems, focusing more heavily on the analytical process involved. It provides a large number of figures, diagrams, and tools useful for helping make our thinking visible. The focus is on solving repetitive problems, rather than performing investigations for major incidents/accidents.
This book focuses not on statistics but instead on the logic of finding causes. It has sometimes been described in training workshops as “Six Sigma lite”—problem solving without all the heavy statistics.

2009 6 x 9 hardcover 200 pages
Item: H1363
Member Price: $32.00
List Price: $54.00

NEW
Performance Metrics
The Levers for Process Management
Duke Okes
This book provides a clarifying perspective for those who know that metrics need to be developed but are unsure as to the steps to follow in developing and deploying them. It focuses on making sure that the metrics selected will guide people and processes in the direction the organization wants to go, and allow continual evaluation of success.

2013 6 x 9 hardcover 128 pages
Item: H1439
Member Price: $24.00
List Price: $40.00

The Software Audit Guide
John W. Helgeson
Audit—now there’s a word that can strike terror in your heart. Whether it’s the IRS looking over your shoulder or a quality tool utilized by your company, it requires accountability.
Software is not produced on a production line; the only thing that is the same on all software projects is that there is input and output. Everything in the middle is customized for the project at hand. Thus, The Software Audit Guide does not contain a one-size-fits-all approach. It gives a choice of areas to audit and different questions that should be asked within these areas. This book provides a flexible, user-friendly checklist of more than 1,300 questions designed to stimulate creative thinking that will ultimately result in the best possible software audit.

2010 7 x 10 hardcover 288 pages
Item: H1372
Price: $40.00

The Certified Software Quality Engineer Handbook
Linda Westfall
This handbook addresses all of the topics of the ASQ Certified Software Quality Engineer (CSQE) Body of Knowledge. Armed with the knowledge presented in this handbook to complement the required years of actual work experience, qualified software quality practitioners may feel confident they have taken appropriate steps in preparation for the CSQE exam.
This invaluable handbook also goes well beyond being simply an exam preparation guide. It is designed to be a resource not only for software quality engineers, but also for software development practitioners, project managers, organizational managers, and other professionals who need to understand the aspects of software quality that impact their work.
The accompanying CD-ROM includes three full practice exams and answers (with explanations).

2010 7 x 10 hardcover 672 pages
Item: H1323
Member Price: $999.00
List Price: $139.00

NEW
Taiichi Ohno’s Workplace Management
Taiichi Ohno
This unique volume delivers a clear, concise overview of the Toyota Production System and kaizen in the very words of the architect of both of these movements, Taiicho Ohno, published to mark what would have been his 100th birthday. Filled with insightful new commentary from global quality visionaries, Taiichi Ohno’s Workplace Management is a classic that shows how Toyota managers were taught to think.

2012 6 x 9 hardcover 208 pages
Item: P1489
Price: $35.00

Order your books today with promo code QPKDK33! 800-952-6587  asq.org/pubs2013
Introduction to Design of Experiments

A Simplified Approach
L. B. Barrentine

Are you aware of how design of experiments (DOE) can positively affect your work? Have you been avoiding it due to its mathematical structure? Now there is a tool that explains the basics of DOE with little mathematical know-how while maintaining statistical correctness. By minimizing DOE’s mathematics in favor of a logical, structured approach, the author demonstrates that nearly anyone can adapt DOE to their needs. You’ll find yourself working through the book in a step-by-step manner, allowing you to immediately apply what you’ve learned to your own situation. Case studies and exercises guide you through the book to help you evaluate your understanding before moving ahead to another section. A glossary of common DOE terms is also included, making this one of the most thorough, basic introductions to this useful tool.

2009 8½ x 11 softcover 114 pages
Item: H1016
Member Price: $27.00
List Price: $46.00

Concepts for R&R Studies

Second Edition
L. B. Barrentine

This book is a hands-on guide for repeatability and reproducibility (R&R) studies. This edition is of special interest to metrology personnel with a knowledge of statistics. The origin of R&R methodology provides a background for the real-life problems that are used as examples throughout this book. Beginners can use this text as a thorough introduction to R&R methodology because it is written in easy-to-understand language with an emphasis on application instead of theory. Topics addressed include solutions to problems such as single operator, varied number of operators and trials, variation within, and inability to repeat a measurement (destructive tests).

2003 8½ x 11 softcover 84 pages
Item: H1149
Member Price: $29.00
List Price: $47.00

A Practical Application of Supply Chain Management Principles

Thomas L. Schoenfeldt

This book shares the principles of supply chain management and shows how, when done well, they can give an organization a competitive advantage. The principles discussed have been proven to work and create value-added results in many different industries. Readers will learn how to understand their supply chain, develop a supply chain strategy, identify and evaluate suppliers, select preferred suppliers, build relationships, measure and monitor supplier performance, and apply basic quality tools to customers and suppliers.

2008 6 x 9 hardcover 224 pages
Item: H1329
Member Price: $24.00
List Price: $40.00

Design of Experiments With MINITAB

Paul Mathews

This book was written to help simplify design of experiments (DOE) by explaining the basic DOE designs and methods that are essential for any engineer or scientist. Paul Mathews explains how to perform DOE by using the popular MINITAB software, which simplifies the process by quickly and easily performing the complex calculations involved. While many books explain these calculations and how they are made, Mathews allows the software to do the calculating and instead focuses on allowing the reader to better understand the software’s many features and uses.

2005 7 x 10 hardcover 520 pages
Item: H1233
Member Price: $80.00
List Price: $134.00

Medical Device Design and Regulation

Carl T. DeMarco

The intent of this book is to present an introduction to, and overview of, the world of medical device regulation by the U.S. Food and Drug Administration (FDA), and the relationship of this regulatory scheme to the design and development of medical devices. In providing this information, the book covers the broad range of requirements, which are presented within eight major topics: background and regulatory environment, device design control, nonclinical testing, clinical testing, marketing applications, post-market requirements, quality systems/GMPs, and compliance/enforcement.

This book provides students and professionals in the medical device industry with a road map to the regulation of medical devices. It provides a broad understanding of the breadth and depth of medical device regulation by collecting in one textbook coverage of the regulatory scheme for medical devices in terms that are suitable for engineers, scientists, and healthcare providers.

The vast amount of information available on the subject is distilled into a concise and coherent presentation.

2011 7 x 10 hardcover 368 pages
Item: H1415
Member Price: $69.00
List Price: $116.00

Medical Device Design and Regulation

Carl T. DeMarco

The intent of this book is to present an introduction to, and overview of, the world of medical device regulation by the U.S. Food and Drug Administration (FDA), and the relationship of this regulatory scheme to the design and development of medical devices. In providing this information, the book covers the broad range of requirements, which are presented within eight major topics: background and regulatory environment, device design control, nonclinical testing, clinical testing, marketing applications, post-market requirements, quality systems/GMPs, and compliance/enforcement.

This book provides students and professionals in the medical device industry with a road map to the regulation of medical devices. It provides a broad understanding of the breadth and depth of medical device regulation by collecting in one textbook coverage of the regulatory scheme for medical devices in terms that are suitable for engineers, scientists, and healthcare providers.

The vast amount of information available on the subject is distilled into a concise and coherent presentation.

2011 7 x 10 hardcover 368 pages
Item: H1415
Member Price: $69.00
List Price: $116.00
**NEW Statistical Process Control for the FDA-Regulated Industry**

**Manuel E. Peña-Rodríguez**

All quality philosophies share something in common: the use of statistical process control (SPC) to achieve higher levels of excellence. The concept of SPC applies to any type of industry: automotive, textiles, pharmaceutical, biologics, medical devices, electronics, aerospace, banking, educational services, etc. With advances in technology more people are immersed into SPC every day with software such as Minitab®, Statgraphics™, SigmaXL™, and others, which make the analysis of data a simpler task.

The book is not intended to provide an intensive course in statistics; instead, it is intended to provide a how-to guide about the application of the diverse array of statistical tools available to analyze and improve the process in an organization regulated by the Food and Drug Administration (FDA). This book is aimed to engineers, scientists, analysts, technicians, managers, supervisors, and all other professionals responsible to measure and improve the quality of their processes.

2013 7 x 10 hardcover  approximately 200 pages
Item: H1445
Member Price: $54.00
List Price: $90.00
Available April 2013

**NEW Development of FDA-Regulated Medical Products**

**Elaine Whitmore**

Many changes to the classification and regulation of prescription drugs, biologics, and medical devices have occurred since the previous edition of this book was published in 1997 under the title *Product Development Planning for Health Care Products Regulated by the FDA*. This revised edition includes: updated facts and figures; expansion of subjects that have grown more critical, such as clinical outcomes, human factors, and marketing objectives; and additional new topics such as the role of product development in hazard analysis, recalls, and product liability. The author also covers the Food and Drug Administration’s Modernization Act (FDAMA), along with discussions on intellectual property, pharmacoconomics, and technological and medical trends.

2012 6 x 9 hardcover  256 pages
Item: H1425
Member Price: $41.00
List Price: $67.00

**NEW Quality Risk Management in the FDA-Regulated Industry**

**José Rodríguez-Pérez, Ph.D.**

The importance of quality systems has been recognized in the life sciences industry and it is becoming evident that quality risk management is a valuable component of an effective quality system. The present FDA focus on risk-based determination is requiring that the regulated industries improve dramatically their understanding and capability of hazard control concepts. The purpose of this book is to offer a systematic and very comprehensive approach to quality risk management. It will assist medical and food product manufacturers with the integration of a risk management system (or risk management principles and activities) into their existing quality management system by providing practical explanations, examples, methodologies, and tools widely used during risk management processes.

2012 6 x 9 softcover  288 pages
Item: H1426
Member Price: $32.00
List Price: $53.00

**Best-Seller The FDA and Worldwide Quality System Requirements Guidebook for Medical Devices**

**Amiram Daniel and Ed Kimmelman**

This new and expanded second edition maintains the organizational approach of the first and includes the requirements and guidance contained in the Quality System Regulation (QSR), the ISO 13485:2003 standard, the ISO/TR 14969:2004 guidance document, and, as appropriate, a number of the FDA and Global Harmonization Task Force (GHTF) guidance documents.

This guidance book is meant as a resource to manufacturers of medical devices, providing up-to-date information concerning required and recommended quality system practices. It should be used as a companion to the regulations/standards themselves and texts on the specific processes and activities contained within the QMS.

2008 6 x 9 hardcover  336 pages
Item: H1332
Member Price: $73.00
List Price: $122.00

Order your books today with promo code QPKDK33I • 800-952-6587 • asq.org/pubs2013 35
ISO 26000 in Practice
A User Guide
Michelle S. Bernhart and Francis J. “Sonny” Maher

The ISO 26000 social responsibility standard is a voluntary guidance standard that attempts what no other global standard has: to consolidate in one place the fundamental expectations of organizations regarding their responsibilities to society. Because the standard was developed by a global, multistakeholder group—consisting of thousands of contributors and reviewers from more than 90 countries—the standard addresses the wide landscape of social responsibility and provides valuable context for all types of organizations around the world.

The book is structured to help navigate the ISO 26000 standard and provide succinct, practical information for its implementation. The book is akin to a GPS that speaks point-to-point guidance to help organizations set and move toward their social responsibility goals based on the broader map that ISO 26000 provides. A clearly presented sequence of steps and numerous examples help readers apply ISO 26000 to their own organizations.

2011 6 x 9 softcover 144 pages
Item: H1411
Member Price: $25.00
List Price: $42.00

Sustainable Business & Industry
Designing and Operating for Social and Environmental Responsibility
Joseph Jacobsen

Sustainable business is a new and emerging field of study, and many education, business, and industry leaders are interested in how to become more environmentally and socially responsible. With the recent interest in eco-products, responsible business operations, green manufacturing, sustainability, social responsibility, climate change, holistic supply chains, and so on, a concise guide on the practice of responsible business and industry is overdue.

This book’s approach is practical yet scientific and is dedicated to the practice of environmental and social responsibility in ways that achieve economic stability. The new ISO 26000 (social responsibility) standard is given detailed attention (ISO 9000 and ISO 14000 are also addressed), specifically because ISO 26000 brings together guidance on both environmental and social responsibility into one general concept. The book also specifies how to use traditional methods like Six Sigma, lean, and operations research to improve processes, reduce resource use and waste, and make better social and environmental decisions based upon data from key financial, social, and environmental performance indicators.

2011 7 x 10 hardcover 216 pages
Item: H1409
Member Price: $53.00
List Price: $89.00

Practical Reliability Engineering
Fifth Edition
Patrick D.T. O’Connor and Andre Kleyner

With emphasis on practical aspects of engineering, this best-seller has gained worldwide recognition through progressive editions as the essential reliability textbook. This fifth edition retains the unique balanced mixture of reliability theory and applications, thoroughly updated with the latest industry best practices.

The fifth edition will appeal to a wide range of readers from college students to seasoned engineering professionals involved in the design, development, manufacture, and maintenance of reliable engineering products and systems.

2011 6 x 9 softcover 512 pages
Item: P1454
Price: $79.95

HALT, HASS, and HASA Explained
Accelerated Reliability Techniques, Revised Edition
Harry W. McLean

Readers will find all that is required to implement a successful accelerated reliability program in this groundbreaking book. Author Harry McLean shares the knowledge he has acquired in helping employers and clients manufacture products that far exceeded stated reliability expectations as soon as they were released into production. Many who are using these techniques are included in the world’s top 50 electronic and electromechanical companies and have seen their market share climb from “the dust in the rear of the pack” to be the industry leader in a short time.

2009 6 x 9 hardcover 208 pages
Item: H1365
Member Price: $47.00
List Price: $79.00

The Power of Deduction
Failure Modes and Effects Analysis for Design
Michael A. Anleitner

This book is aimed at engineers, managers, and other professionals who are active participants in product development activities for industrial and commercial products, including design engineers, designers, product engineers, program managers, quality managers and engineers, manufacturing engineers, and business unit managers. How can you turn DFMEA into the powerful tool that it can become? How should DFMEA be approached? This book answers these questions. It introduces DFMEA, outlines some common mistakes made when doing it, and goes deep into a straightforward but comprehensive seven-step process that will ensure your designs and products are world-class.

2011 6 x 9 hardcover 208 pages
Item: H1397
Member Price: $30.00
List Price: $50.00

Order your books today with promo code QPKDK33! • 800-952-6587 • asq.org/pubs2013
Quality Audits for Improved Performance

Third Edition

Dennis R. Arter

This book is an excellent reference for learning and applying basic quality auditing principles. Examples and checklists throughout the book help make this one of the best single-source reference guides. Quality practitioners, registrars, and those preparing for certification exams will find this book useful.

2003 6 x 9 softcover 152 pages

Item: H1180
Member Price: $30.00
List Price: $50.00

How to Audit the Process-Based QMS

Second Edition

Dennis R. Arter, Charles A. Cianfrani, and John E. “Jack” West

This book is intended to help those involved in managing and conducting audits to ISO 9001:2008. It focuses on auditing as a management process as well as a key driver of continual improvement within an organization. The book can be used as a guide to establishing a new audit program or revitalizing one that has been operational for some time. It focuses on achieving an audit program that produces value-adding results for the organization.

The role of auditing is evolving, and the skills and competence required to do it well also must evolve. The contents of this book will help auditors understand their role in the organization and discharge their auditing duties in a way that is challenging to them and contributes to the success of the organization.

2012 6 x 9 hardcover 208 pages

Item: H1434
Member Price: $44.00
List Price: $72.00

Auditing Beyond Compliance

Using the Portable Universal Quality Lean Audit Model

Janet Bautista Smith

This book introduces a portable audit model to facilitate a simple, flexible, and effective audit of single or multiple quality system standards and achieve both compliance and initiation of improvement initiatives. The model is similar to a universal adaptor plug, allowing easy connection and interchangeability of the multiple standards even under rapid system changes typical of modern-day operations. Real-life-based challenges (masked identity) are used in case studies to demonstrate the application of typical internal audit methodologies combined with an implementation engine such as lean auditing strategies. Lean methodology is integrated through simple models that don’t require one to be a lean or Black Belt guru. The focus is using logical sense to understand and apply the concept.

2012 6 x 9 softcover 112 pages

Item: H1430
Member Price: $20.00
List Price: $34.00

The Management System Auditor’s Handbook

Joe Kausek

Meant for both new and experienced auditors, The Management System Auditor’s Handbook provides a detailed and structured examination of the audit process. Author Joe Kausek explains how to use your audit program to drive continual improvement throughout the organization through the identification of best practices and waste. While many of the fundamental concepts of auditing apply to any management system audit, separate chapters have been devoted to the unique aspects of quality, environmental, and health and safety management system audits. Standards addressed include ISO 9001:2000, ISO/TS 16949:2002, ISO 14001, and OHSAS 18001, as well as instruction on performing combined audits of these standards.

2006 7 x 10 hardcover 432 pages

Item: H1267
Member Price: $76.00
List Price: $128.00

ISO 9001:2008 Internal Audits Made Easy

Tools, Techniques, and Step-By-Step Guidelines for Successful Internal Audits, Third Edition

Ann W. Phillips

Implementing the requirements of ISO 9001 can be a daunting task for many organizations. This book is intended to help managers, management representatives, internal audit coordinators, and internal auditors implement a practical internal audit process that meets the requirements of ISO 9001:2008 while also adding significant, measurable value to the organization’s bottom line. The tools, techniques, and step-by-step guidelines provided in this book can also be used by those organizations that have a well-established internal audit process but are looking for easy ways to make that process more effective. The tools in the appendices of this book have also been provided on the enclosed CD to facilitate your customizing them to fit the specific needs of your organization.

2009 6 x 9 softcover 176 pages

Item: H1349
Member Price: $2900
List Price: $4900

Order your books today with promo code QPKDK33!  800-952-6587  asq.org/pubs2013

37
The Executive Guide to Understanding and Implementing the Baldrige Criteria

Improve Revenue and Create Organizational Excellence

Denis Leonard and Mac McGuire

This book provides a guide to the Baldrige criteria for executives or managers new to quality, or to organizations interested in introductory information. National, regional, state, and local quality award organizations will particularly benefit from this book by providing it as a resource to their examiners and to companies wanting to become involved in the Baldrige Award process.

2007 6 x 9 softcover 144 pages
Item: H1310
Member Price: $18.00
List Price: $30.00

The Pocket Guide to the Baldrige Award Criteria, 16th Edition

Mark Graham Brown

Updated yearly to match changing requirements, this guide is designed to help you understand the criteria for the Malcolm Baldrige National Quality Award. The Baldrige Criteria are being used by thousands of organizations around the world to evaluate their progress toward becoming the best in their fields. The 16th edition breaks down the 19 items under the seven category headings of the Baldrige Criteria with concise explanations and quick tips of what excellent companies do in each area.

2011 6 x 9 softcover 64 pages
Item: P1435
Price: $35.95

The Executive Guide to Understanding and Implementing Baldrige in Healthcare

Evidence-Based Excellence

Glenn Bodinson and Kay Kendall

The book includes a senior-leader planning phase that not only defines the transformation for the organization, but also designs the nine essential systems that must be in place in order for the organization to be successful.

2011 softcover 141 pages
Item: P1444
Price: $39.95
NEW  2013–2014 Health Care Criteria for Performance Excellence
2013
8½ x 11 softcover
60 pages
Item: T1539
Price: $25.00

NEW  2013–2014 Criteria for Performance Excellence (Business/Nonprofit)
2013
8½ x 11 softcover
60 pages
Item: T1538
Price: $25.00

NEW  2013–2014 Education Criteria for Performance Excellence
2013
8½ x 11 softcover
60 pages
Item: T1540
Price: $25.00

Best-Seller  Journey to Excellence
How Baldrige Health Care Leaders Succeed
Kathleen Goonan, editor
This latest book in a series of first-person accounts of Baldrige Award winners focuses on the healthcare industry. The healthcare organizations’ leaders discuss how they used the Baldrige Health Care Criteria for Performance Excellence to become world-class. The question-and-answer sections address the complete Baldrige journey, from the decision to use the criteria to receiving the award. This book is an invaluable opportunity to hear which roads these leaders took and where those roads got them.
2009  7 x 10 softcover  248 pages
Item: H1327
Member Price: $39.00
List Price: $65.00

Baldridge 20/20
An Executive’s Guide to the Criteria for Performance Excellence
Baldridge Performance Excellence Program
Hindsight may be 20/20, but without a crystal ball, how can you make sound decisions now that will steer your organization toward success on the road ahead? The answer discovered by executives of 86 U.S. organizations that have received prestigious presidential recognition as role models, plus thousands of others striving for performance excellence, is use of the Baldridge Criteria for Performance Excellence. These executives adopted the criteria as a way to foster innovation and run their organizations and found that the criteria became the way to achieve organizational success and sustainability.
2011  8½ x 11 softcover  130 pages
Item: T1537
Price: $13.00

For 25 years, the Baldrige Criteria have empowered organizations—no matter their size or industry—to reach their goals, improve results, and become more competitive.
The 2013–2014 Baldrige Criteria build on this tradition and feature a renewed focus on:
• Innovation management, intelligent risk, and strategic priorities
• Social media
• Operational effectiveness
• Work systems and core competencies
This is the official 2013–2014 Criteria for Performance Excellence for business/nonprofit organizations.
Electronic copies of the Business/Nonprofit Criteria are available for purchase.

Insights to Performance Excellence 2013–2014
Understanding the Integrated Management System and the Baldrige Criteria
Mark L. Blazey
This book helps performance excellence examiners and organization improvement practitioners to understand the 2013–2014 Baldrige Criteria for Performance Excellence, and the linkages and relationships among its many items. Blazey simplifies the criteria into easily understandable and actionable items through the use of plain-English explanations, flowcharts, and relationship matrices. As always, also included are examples of effective practices that recent Baldridge Award-winning organizations have developed. Reading this book will strengthen your understanding of the criteria and provide insight on analyzing your organization, improving performance, and applying for the award.
2013  8½ x 11 softcover  approximately 400 pages
Item: H1440
Member Price: $56.00
List Price: $92.00

Order your books today with promo code QPKDK33!  800-952-6587  asq.org/pubs2013  39
Advancing the STEM Agenda
Quality Improvement Supports STEM
Cindy P. Veenstra, Fernando F. Padro, and Julie A. Furst-Bowe, editors
In July 2011, the ASQ Education Division held its first Advancing the STEM (science, technology, engineering, and mathematics) Agenda in Education, the Workplace, and Society Conference at the University of Wisconsin-Stout. This publication is a selection of papers and workshops from this groundbreaking conference.
The chapters in this book reflect research and best practices, integrating the ideas of continuous improvement in combination with a can-do attitude to provide a valuable resource that will lead others to consider similar innovative and collaborative educational structures that will drive more interest in STEM majors in college, and provide for our next generation of scientists, technicians, and engineers.
2012 7 x 10 hardcover 304 pages
Item: H1429
Member Price: $38.00
List Price: $63.00

There is Another Way! Launch a Baldrige-Based Quality Classroom
Second Edition
Margaret A. Byrnes and Jeanne C. Baxter
This training guide represents one way to look at the Baldrige Criteria and use it to improve classroom systems. It is designed for classroom teachers at all levels as well as teachers in training. This is a guide designed for doers—a road map for action, not contemplation!
It provides teachers in the classroom with activities to help them get started and actually adapt the processes and tools to their specific work. They will learn how to use PDSA (plan, do, study, act) and engage students in team projects by using specific total quality tools. These tools are integrated in the text, making it unnecessary to flip back and forth through the book to begin the process. It includes student data collection, tools, and templates, and examples of surveys for all stakeholders, including parents.
There is Another Way! offers the most concise presentation to date of the connection between the Baldrige framework and total quality in the field of education.
2012 8½ x 11 softcover 352 pages
Item: H1433
Member Price: $32.00
List Price: $53.00

Running All the Red Lights
A Journey of System-Wide Educational Reform
Terry Holliday and Brenda Clark
There are many red lights in education reform, including citizens, national and state legislative requirements, and schools’ staffs themselves. What can you do as a superintendent, school leader, or classroom leader when you encounter these and other red lights? The authors’ journey toward education reform included the Malcolm Baldrige National Quality Award in Education in 2008 and has been a destination of success for the school district’s children. Other leaders in other school systems will be inspired to undertake their own journey and to sustain it for all children. The journey is a frustrating one, but the destination is always worth the trouble.
2010 6 x 9 softcover 144 pages
Item: H1376
Member Price: $23.00
List Price: $39.00

Quality Management – Statistics

NEW Statistical Process Control for the FDA-Regulated Industry
Manuel E. Peña-Rodríguez
The book is not intended to provide an intensive course in statistics; instead, it is intended to provide a how-to guide about the application of the diverse array of statistical tools available to analyze and improve the process in an organization regulated by the Food and Drug Administration (FDA). This book is aimed at engineers, scientists, analysts, technicians, managers, supervisors, and all other professionals responsible for measuring and improving the quality of their processes.
2013 7 x 10 hardcover approximately 200 pages
Item: H1445
Member Price: $54.00
List Price: $90.00
Available Spring 2013

SPC for Right-Brain Thinkers
Process Control for Non-Statisticians
Lon Roberts
SPC for Right-Brain Thinkers is not simply another made-easy book on the subject of statistical process control (SPC). The guiding principle in writing this book was to make SPC accessible to that large group of individuals who would readily characterize themselves as right-brain thinkers. The challenge that right-brain thinkers face in understanding and applying SPC goes beyond the math; it is also a matter of approaching the subject from a different perspective altogether—through the side door, if you will, where the inner workings of SPC may be seen in action. The book is also intended to serve the information needs of those who either own or work within the job processes wherein SPC is applied.
2006 6 x 9 softcover 128 pages
Item: H1257
Member Price: $27.00
List Price: $44.00

Order your books today with promo code QPKDK33 • 800-952-6587 • asq.org/pubs2013
Reliability Data Analysis With Excel and Minitab

Kenneth S. Stephens

When a product has been designed and manufactured, its performance in terms of durability, strength, and life become a matter of test, measurement, and analysis.

Statistical theories and methodologies provide a large number of analytical tools to assist the reliability engineer in studying the performance of products and the fruits of the physical considerations.

On each topic covered, reasonably practical examples are used to illustrate and demonstrate the procedures introduced and discussed. For all of these examples either Excel files or Minitab files—or both—have been prepared, and these files are located on the CD-ROM accompanying the text.

2011 7 x 10 hardcover 360 pages

Item: H1420

Member Price: $79.00

List Price: $131.00

Business Statistics Demystified

A Self-Teaching Guide

Stephen Kemp and Sid Kemp

Say goodbye to dry presentations, grueling formulas, and abstract theories that would put Einstein to sleep—now, there’s an easier way to master the disciplines you really need to know.

McGraw-Hill’s Demystified Series teaches complex subjects in a unique, easy-to-absorb manner, and is perfect for users without formal training or unlimited time. They’re also the most time-efficient, interestingly written “brush-ups” you can find.

Organized as self-teaching guides, they come complete with key points, background information, questions at the end of each chapter, and even final exams. You’ll be able to learn more in less time, evaluate your areas of strength and weakness, and reinforce your knowledge and confidence.

2004 7 x 10 softcover 380 pages

Item: P1451

Price: $19.95

Acceptance Sampling in Quality Control

Second Edition

Edward G. Schilling and Dean V. Neubauer

Reflecting the recent resurgence of interest in this field, this book presents the state of the art in the methodology of sampling and explores its advantages and limitations. The book also looks at how acceptance control can support applications of statistical process control and help in the evaluation of products. Providing valuable guidelines for choosing appropriate procedures, this comprehensive second edition encompasses the most widely used acceptance sampling techniques. It lucidly provides a broad theoretical understanding of the field while offering all the information needed for the practical application of acceptance sampling plans in industry.

2010 7 x 10 hardcover 700 pages

Item: P1405

Price: $102.00

The Desk Reference of Statistical Quality Methods

Second Edition

Mark L. Crossley

Arranged in alphabetical order for quick reference, this book provides the quality practitioner with a single resource that illustrates, in a practical manner, how to execute specific statistical methods frequently used in the quality sciences. Each method is presented in a stand-alone fashion and includes computational steps, application comments, and a fully illustrated brief presentation on how to use the tool or technique. This second edition includes new sections on advanced SPC applications, reliability applications, and simplex optimization. There are also expansions in the sections on process capability analysis, hypothesis testing, and design of experiments.

2008 7 x 10 hardcover 560 pages

Item: H1317

Member Price: $60.00

List Price: $100.00

Zero Acceptance Number Sampling Plans

Fifth Edition

Nicholas L. Squeglia

This book provides a set of attribute plans for lot-by-lot inspection with the acceptance number in all cases as zero. After years of extensive application by government contractors, commercial manufacturing, and service industries, these c=0 sampling plans are now considered stand-alone sampling plans. They have continually gained in popularity for more than 45 years, and today are the norm.

2008 8½ x 11 softcover 48 pages

Item: H1313

Member Price: $30.00

List Price: $51.00
Index

A
Acceptance Sampling in Quality Control..............41
Achieving a Safe and Reliable Product ..............29
Advancing the STEM Agenda..........................30, 40
ANSI/ISO/ASQ Q9001-2008............................12
ASQ/ANSI/ISO 26000:2010..........................15
AS9101D Auditing for Process Performance..............16
The ASQ Auditing Handbook, Fourth Edition........5, 38
ASQ Pocket Guide: Certified Six Sigma Black Belt......3, 8, 19, 24
ASQ Pocket Guide: Certified Six Sigma Green Belt.....3, 8, 19, 24
The ASQ Quality Improvement Pocket Guide..........3, 24, 28
Auditing Beyond Compliance...........................37

B
Baldrige 20/20............................................39
Best Practice in Team Excellence....................32
Beyond the Ultimate Question........................27
The Biomedical Quality Auditor Handbook, Second Edition.......5
The Black Belt Memory Jogger.........................23, 24
Building Lean Supply Chains with the Theory of Constraints......16
Business Process Improvement Toolbox................31
Business Statistics Demystified........................41

C
CAPA for the FDA-Regulated Industry...............35
The Certified Manager of Quality/Organizational Excellence Handbook...7, 32
The Certified Quality Engineer Handbook, Third Edition...........6
The Certified Quality Process Analyst Handbook...........6
The Certified Reliability Engineer Handbook, Second Edition......3, 6
The Certified Six Sigma Green Belt Handbook........5, 19
The Certified Six Sigma Master Black Belt Handbook.........5, 19
The Certified Software Quality Engineer Handbook..........7, 33
The Change Agent’s Guide to Radical Improvement.............28
The Change Management Pocket Guide................30, 41
COD Change or Die......................................4, 30
Complex Service Delivery Processes......................27
Concepts for R&R Studies, Second Edition.............34
Correct! Prevent! Improve!................................14
2013-2014 Criteria for Performance Excellence (Business/Nonprofit)......4, 39
The Customer Advocate and the Customer Saboteur..............27

D
Design of Experiments With Minitab......................34
The Desk Reference of Statistical Quality Methods..............41
Development of FDA-Regulated Medical Products..............35

E
eAuditing Fundamentals..................................25, 38
2013-2014 Education Criteria for Performance Excellence.........4, 39
The Essential Deming..................................4, 27
Establishing a Culture of Patient Safety......................11
The Executive Guide to Understanding and Implementing the Baldrige Criteria........38
The Executive Guide to Understanding and Implementing Baldrige in Healthcare........38

F
Facilitation at a Glance!..................................26
Failure Mode Effect Analysis...........................34
The FDA and Worldwide Quality System Requirements Guidebook for Medical Devices.................35

G
The GD&T Hierarchy Pocket Guide Y14.5-2009.................24
The GD&T Hierarchy Y14.5-2009.....................29
Gemba Kaizen...........................................22

H
HALT, HASS, and HASA Explained.........................36
2013-2014 Health Care Criteria for Performance Excellence........4, 11, 39
Healthcare Kaizen........................................10, 22
How to Audit the Process-Based QMS, Second Edition.............13, 37

I
Insights to Performance Excellence 2013–2014.....................3, 39
The Internal Auditing Pocket Guide........................25, 38
Introduction to Design of Experiments..........................34
An Introduction to Green Process Management......................15
ISO 26000 in Practice..................................15, 36
ISO 9001:2008 Explained ................................12
ISO 9001:2008 Explained Expanded..........................3, 12
ISO 9001:2008 Internal Audits Made Easy.........................13, 37
ISO Lesson Guide 2008..................................13, 26

J
The Journal for Quality and Participation......................18
Journal of Quality Technology...........................18
Journey to Excellence....................................11, 39
Juran’s Quality Handbook..................................32
L

Lean Acres ........................................... 21
Lean Doctors ........................................ 10
Lean Doctors Workbook ........................ 10
The Lean Enterprise Memory Jogger for Service ........................................... 26
A Lean Guide to Transforming Healthcare .................................................. 11
The Lean Handbook ................................... 6, 19
Lean Hospitals ....................................... 10
Lean ISO 9001 ........................................ 14, 20
Lean Kaizen ........................................... 20
Lean Six Sigma Demystified, Second Edition ........................................... 21
Lean Six Sigma for Hospitals ...................... 11
Lean Six Sigma for the Public Sector ........ 20
Lean Six Sigma for Supply Chain Management ........................................... 23
The Lean Six Sigma Pocket Toolbook ... 21, 25
The Lean Turnaround ............................... 4, 20
The Logical Thinking Process .................. 31

M

Making Change Work ................................ 28
The Management System Auditor’s Handbook ......................................... 37
Mapping Work Processes, Second Edition ............................................. 31
The McGraw-Hill 36-Hour Course ........... 21
Measuring Customer Satisfaction and Loyalty .......................................... 27
Measuring Quality Improvement in Healthcare ......................................... 10
Medical Device Design and Regulation ............................................... 34
The Memory Jogger II ................................ 26
The Memory Jogger 9001:2008 .................. 13

O

Office Kaizen ........................................... 22
Office Kaizen 2 ......................................... 22
The Outstanding Organization .................. 29

P

The Pocket Guide to the Baldrige Award Criteria, 16th Edition .................. 26, 38
Performance Metrics ........................................... 4, 33
The Power of Deduction ........................................... 36
A Practical Application of Supply Chain Management Principles .......... 34
A Practical Field Guide for AS9100C ........................................... 16
A Practical Field Guide to ISO 13485 ........................................... 14
Practical Reliability Engineering, Fifth Edition ...........................................
Principles of Quality Costs ........................................... 30
The Problem Solving Memory Jogger, Second Edition ................. 25
Process Driven Comprehensive Auditing ........................................... 13
Process Improvement Using Six Sigma ........................................... 23
The Process Management Memory Jogger ........................................... 25
Product Safety Excellence ........................................... 29
Profitability With No Boundaries ........................................... 22
The Public Health Quality Improvement Handbook .................................. 28

Q

Quality Audits for Improved Performance, Third Edition ....................... 37
Quality Engineering ........................................... 18
Quality Function Deployment and Lean Six Sigma Applications in Public Health ........ 28
Quality Improvement Through Planned Experimentation, Third Edition .... 32
Quality Management Journal ........................................... 17
Quality Risk Management in the FDA-Regulated Industry ....................... 35
The Quality Technician’s Handbook, Sixth Edition .................................. 5
The Quality Toolbox, Second Edition ........................................... 31

R

Rath & Strong’s Six Sigma Advanced Tools Pocket Guide ................. 23
Rath & Strong’s Six Sigma Team Pocket Guide ........................................... 25
Reliability Data Analysis With Excel and Minitab ................................... 41
Root Cause Analysis: The Core of Problem Solving and Corrective Action .......... 33
Root Cause Analysis and Improvement in the Healthcare Sector .......... 10
Root Cause Analysis Handbook ........................................... 30
Running All the Red Lights ........................................... 40

S

SAE T9100 Revision C: AS9100C Quality Management Systems .......... 16
Sailing Through Six Sigma ........................................... 23
Six Sigma Demystified, Second Edition ........................................... 21
Six Sigma for the New Millennium ........................................... 21
Six Sigma Forum Magazine ........................................... 17
Six Sigma Green Belt, Round 2 ........................................... 20
The Six Sigma Memory Jogger II ........................................... 23, 24
The Software Audit Guide ........................................... 33
Software Quality Professional ........................................... 17
SPC for Right-Brain Thinkers ........................................... 40
The Spirit of Kaizen ........................................... 3, 20
The Standard of Knowledge for the Aviation, Space & Defense Industry Quality Practitioner ........................................... 16
Start With Why ........................................... 28
Statistical Process Control Demystified ........................................... 30
Statistical Process Control for the FDA-Regulated Industry .................. 3, 35, 40
Statistics for Six Sigma Made Easy! ........................................... 3, 22
Superior Customer Satisfaction and Loyalty ........................................... 27
Supply Chain Transformation ........................................... 4, 29
Sustainable Business & Industry ........................................... 15, 36

T

Taiichi Ohno’s Workplace Management ........................................... 4, 33
Technometrics ........................................... 18
The 12 Pillars of Project Excellence ........................................... 31
There is Another Way! ........................................... 40

U

Using ISO 9001 in Healthcare ........................................... 11

Z

Zero Acceptance Number Sampling Plans, Fifth Edition ....................... 41
Membership Application

Preferred Mailing Address: [ ] Home [ ] Business [ ] Industry: [ ] Healthcare [ ] Service [ ] Mr. [ ] Ms. [ ] Mrs. [ ] Dr. [ ] Male [ ] Female [ ] Government [ ] Education [ ] Manufacturing
Date of Birth ______/_____/______

First Name: ___________________________ Last Name: ___________________________
Company Name: _______________________
Job Title: ______________________________

City, State/Province: ____________________ Zip+4/Postal Code: ____________________________ Country: ____________________________

Home Address: __________________________ Apt./Ste.: ____________________________

City, State/Province: ____________________ Zip+4/Postal Code: ____________________________ Country: ____________________________

Area Code/Business Telephone: ___________ Area Code/Home Telephone: ___________

Preferred Email Address: ___________________________ Fax: ____________________________

Which one of the following best describes your title?

Accountant [ ] Contractor [ ] Inspector [ ] Professor [ ] Student [ ]
Administrator [ ] Controller/ [ ] Instructor [ ] Programmer [ ] Superintendent [ ]
Advisor [ ] Comptroller [ ] Machinist [ ] Retired [ ] Teacher [ ]
Analyst [ ] Coordinator [ ] Manager [ ] Scientist [ ] Technician [ ]
Associate [ ] Director [ ] Mechanic [ ] Six Sigma [ ] Unemployed [ ]
Auditor [ ] Engineer [ ] Nurse [ ] Black Belt [ ] Other [ ]
CEO [ ] Facilitator [ ] Owner [ ] Six Sigma [ ]
Chemist [ ] Foreman [ ] Physician [ ] Green Belt [ ]
Clinician [ ] General [ ] President [ ] Specialist [ ]
Consultant [ ] Manager [ ] Principal [ ] Statistician [ ]

ASQ does not sell email addresses to third parties.

Mailing Lists

 Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________

ASQ does not sell email addresses to third parties.

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________

ASQ does not sell email addresses to third parties.

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________

ASQ does not sell email addresses to third parties.

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________

ASQ does not sell email addresses to third parties.

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________

ASQ does not sell email addresses to third parties.

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________

ASQ does not sell email addresses to third parties.

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By: ___________________________ __________________________
Member Name: ___________________________ Member Number: ___________________________

WHY DID YOU JOIN?

To help us understand what’s important to you, please tell us the top three reasons why you became an ASQ member.

Career Development [ ] Knowledge/Information [ ]
Certification Pricing [ ] Leadership Opportunities [ ]
In-person Networking [ ] Online Networking/Communities [ ]
Involvement in ASQ’s Cause [ ] Product Discounts [ ]
Involvement in SRO [ ] Training [ ]

Payment Information

Cheque or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

MasterCard [ ] Visa [ ] American Express [ ] (Check one)

Cardholder’s Name (please print): ___________________________

Card Number: ___________________________ Exp. Date: ___________________________

Cardholder’s Signature: ___________________________

Cardholder’s Address: ___________________________
**BOOK ORDER FORM**

**SOLD TO:** Please print or type

ASQ Member Number (if applicable)

Name

☐ Home ☐ Business

Company

Address                  Apt./Ste. (UPS will not deliver to a P.O. box)

City/State/Province

Zip/Postal Code

Country

Telephone (      ) (During normal business hours) Fax Number (    )

Email Address* (required for Web-based purchases)

**SHIP TO:** (If different from sold to) Please print or type

ASQ Member Number (if applicable)

Name

☐ Home ☐ Business

Company

Address                  Apt./Ste. (UPS will not deliver to a P.O. box)

City/State/Province

Zip/Postal Code

Country

Telephone (      ) (During normal business hours) Fax Number (    )

**METHOD OF PAYMENT:**

☐ Check or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.

☐ Visa ☐ MasterCard ☐ American Express (Check one)

Cardholder’s Name (please print)

Card Number Exp. Date

Cardholder’s Signature

Cardholder’s Address

Applicant’s Signature Date

- All orders must be paid in U.S. currency drawn on a U.S. bank.
- All international orders must be prepaid.
- All prices and availability subject to change without notice.
- Make checks payable to ASQ.

**SHIPPING**

- Orders shipped within the continental United States and Canada will be shipped UPS (where available). International orders are shipped UPS Express or DHL.
- Please allow 1-2 weeks for delivery.
- There is a charge of 25% of the total order amount for shipments outside the United States/Canada.
- Your credit card will not be charged until items are shipped unless you choose otherwise.
- Shipping and processing is charged one time, up front, for the entire order.

**Item** | **Quantity** | **Title** | **Unit Price** | **Total Price**
---|---|---|---|---

**Shipping and Processing Schedule**

<table>
<thead>
<tr>
<th>Order Amount</th>
<th>U.S. Charges</th>
<th>Canadian Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $34.99</td>
<td>$4.25</td>
<td>$9.25</td>
</tr>
<tr>
<td>$35.00–99.99</td>
<td>$6.50</td>
<td>$11.50</td>
</tr>
<tr>
<td>$100.00–249.99</td>
<td>$12.50</td>
<td>$17.50</td>
</tr>
<tr>
<td>$250.00–499.99</td>
<td>$19.50</td>
<td>$24.50</td>
</tr>
<tr>
<td>$500.00–999.99</td>
<td>$29.50</td>
<td>$34.50</td>
</tr>
<tr>
<td>$1000.00 and up</td>
<td>4%</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Subtotal**

**Quantity discount**

U.S. or Canadian shipping and processing charges

**Adjusted Total**

Customers outside U.S. and Canada add 25% of adjusted total

Canadian customers add 7% of adjusted total for goods and services tax

Wisconsin residents add 5% of adjusted total for sales tax

Milwaukee County residents add an additional 0.6% of adjusted total

**TOTAL**

Prices in this catalog are subject to change without notice.
A network site license from ASQ is the perfect solution for organizations that need to have standards information at multiple users’ fingertips—even at multiple locations. Pricing is determined by the standard license and the number of users with access to the documents.

Benefits include:
- Convenient access and a central location for documents.
- Instant access for your team(s).
- Dedicated support from ASQ headquarters.

To learn more about site licenses for standards, visit ASQ’s Standards Central at asq.org/standards or send an email to cs@asq.org.