

Aiag Statistical Process Control Spc Reference Manual

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Supply Chain Engineering and Logistics Handbook - Erick C. Jones
2019-11-12

This handbook begins with the history of Supply Chain (SC) Engineering, it goes on to explain how the SC is connected today, and rounds out with future trends. The overall merit of the book is that it introduces a framework similar to sundial that allows an organization to determine where their company may fall on the SC Technology Scale. The book will describe those who are using more historic technologies, companies that are using current collaboration tools for connecting their SC to other global SCs, and the SCs that are moving more towards cutting edge technologies. This book will be a handbook for practitioners, a teaching resource for academics, and a guide for military contractors. Some figures in the eBook will be in color. Presents a decision model for choosing the best Supply Chain Engineering (SCE) strategies for Service and Manufacturing Operations with respect to Industrial Engineering and Operations Research techniques Offers an economic comparison model for evaluating SCE strategies for manufacturing outsourcing as opposed to keeping operations in-house Demonstrates how to integrate automation techniques such as RFID into planning and distribution

operations Provides case studies of SC inventory reductions using automation from AIT and RFID research Covers planning and scheduling, as well as transportation and SC theory and problems

Understanding Statistical Process Control - Donald J. Wheeler
2010-01-01

Potential Failure Mode and Effects Analysis (FMEA) - 2008

Implementing Six Sigma - Forrest W. Breyfogle, III 2003-04-07
Includes new and expanded coverage of Six Sigma infrastructure building and benchmarking. Provides plans, checklists, metrics, and pitfalls.

Total Quality Management for Project Management - Kim H. Pries
2012-08-29

Finding ways to improve margins can be the difference between organizations that thrive and those that simply survive during times of economic uncertainty. Describing why cost reductions can be just as powerful as increases in revenue, Total Quality Management for Project Management explains how to integrate time-tested project management

tools with the power of Total Quality Management (TQM) to achieve significant cost reductions. Detailing the ins and outs of applying project management methods to TQM activities, the book provides the understanding you'll need to enhance the effectiveness of your TQM work. To clear up any confusion about what a true quality improvement is, it includes sections that cover the fundamentals of total quality management and defines the terms used throughout the text. The book examines profitability as it relates to product cost—including the initial work determining investment paybacks. It compares TQM/PM versus Six Sigma and illustrates the use of scrum in the context of TQM for improving quality initiatives. Complete with real-world success stories that facilitate comprehension, it illustrates methods that can help to minimize distractions and keep your team focused. The authors consider the full range of quality improvement tools as applied within the framework of project management. For the section of the book on the application of TQM to scrum, they demonstrate how these analytical methods can be used on the data produced within a scrum project and made into actionable information. Filled with innovative methods for improving costs, the text arms you with the tools to determine the approaches best suited to your corporate culture and capabilities.

Governance of Picture Archiving and Communications Systems: Data Security and Quality Management of Filmless Radiology - Tong, Carrison K.S. 2008-11-30

"This book examines information security management for the facilitation of picture archiving and communication systems"--Provided by publisher.

The Certified Six Sigma Master Black Belt Handbook - T.M. Kubiak 2010-11-19

A comprehensive reference manual to the Certified Six Sigma Master Black Belt Body of Knowledge and study guide for the CSSMBB exam.

An Introduction to Acceptance Sampling and SPC with R - John Lawson 2021-02-16

An Introduction to Acceptance Sampling and SPC with R is an introduction to statistical methods used in monitoring, controlling and improving quality. Topics covered include acceptance sampling;

Shewhart control charts for Phase I studies; graphical and statistical tools for discovering and eliminating the cause of out-of-control-conditions; Cusum and EWMA control charts for Phase II process monitoring; and the design and analysis of experiments for process troubleshooting and discovering ways to improve process output. Origins of statistical quality control and the technical topics presented in the remainder of the book are those recommended in the ANSI/ASQ/ISO guidelines and standards for industry. The final chapter ties everything together by discussing modern management philosophies that encourage the use of the technical methods presented earlier. In the modern world sampling plans and the statistical calculations used in statistical quality control are done with the help of computers. As an open source high-level programming language with flexible graphical output options, R runs on Windows, Mac and Linux operating systems, and has add-on packages that equal or exceed the capability of commercial software for statistical methods used in quality control. In this book, we will focus on several R packages. In addition to demonstrating how to use R for acceptance sampling and control charts, this book will concentrate on how the use of these specific tools can lead to quality improvements both within a company and within their supplier companies. This would be a suitable book for a one-semester undergraduate course emphasizing statistical quality control for engineering majors (such as manufacturing engineering or industrial engineering), or a supplemental text for a graduate engineering course that included quality control topics.

Statistics - Thomas Hill 2006

This - one of a kind - book offers a comprehensive, almost encyclopedic presentation of statistical methods and analytic approaches used in science, industry, business, and data mining, written from the perspective of the real-life practitioner ("consumer") of these methods.

Six Sigma Distribution Modeling - Andrew Sleeper 2007-01-09

Publisher's Note: Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product. Sleeper provides six sigma practitioners with the tools which will allow them to stand out from your

competitors by using advanced statistical and modeling tools for more in-depth analysis. Understanding and properly utilizing statistical data distributions is one of the most important and difficult skills for a six sigma practitioner to possess. Sleeper provides six sigma practitioners with a road map for selecting and using distributions for more precise outcomes. With the added value of Crystal Ball Modeling software, this book becomes a powerful tool for analyzing and modeling difficult data quickly and efficiently.

Measuring Process Capability - Davis R. Bothe 1997

Certification Guide -

Measurement Systems Analysis - 1990

Quality Management for Organizations Using Lean Six Sigma Techniques
- Erick Jones 2014-02-25

The next step in the evolution of the organizational quality field, Lean Six Sigma (LSS) has come of age. However, many challenges to using LSS in lieu of, in conjunction with, or integrated with other quality initiatives remain. An update on the current focus of quality management, *Quality Management for Organizations Using Lean Six Sigma Techniques* covers the concepts and principles of Lean Six Sigma and its origins in quality, total quality management (TQM), and statistical process control (SPC), and then explores how it can be integrated into manufacturing, logistics, and healthcare operations. The book presents the background on quality and Lean Six Sigma (LSS) techniques and tools, previous history of LSS in manufacturing, and current applications of LSS in operations such as logistics and healthcare. It provides a decision model for choosing whether to use LSS or other quality initiatives, which projects should be selected and prioritized, and what to do with non-LSS projects. The author also details an integration model for integrating and developing integrated LSS and other quality initiatives, and common mathematical techniques that you can use for performing LSS statistical calculations. He describes methods to attain the different Six Sigma certifications, and

closes with discussion of future directions of Lean Six Sigma and quality. Case studies illustrate the integration of LSS principles into other quality initiatives, highlighting best practices as well as successful and failed integrations. This guide gives you a balanced description of the good, bad, and ugly in integrating LSS into modern operations, giving you the understanding necessary to immediately apply the concepts to your quality processes.

Vehicle and Automotive Engineering 3 - Károly Jármái 2020-10-19

This book presents the proceedings of the third Vehicle and Automotive Engineering conference, reflecting the outcomes of theoretical and practical studies and outlining future development trends in a broad field of automotive research. The conference's main themes included design, manufacturing, economic and educational topics.

Fundamentals of Quality Control and Improvement 2e - Amitava Mitra 2005-01-01

This book covers the foundations of modern methods of quality control and improvement that are used in the manufacturing and service industries. Quality is key to surviving tough competition. Consequently, business needs technically competent people who are well-versed in statistical quality control and improvement. This book should serve the needs of students in business and management and students in engineering, technology, and other related disciplines. Professionals will find this book to be a valuable reference in the field.

ISO 9001:2000 Quality Management System Design - Jay J. Schlickman 2003

"The book describes the design rules required to document, implement, and demonstrate quality management system effectiveness in compliance with the latest version of the ISO 9000 International Standard. This systematic and engineering approach simplifies the many complexities in maintaining compliance with ISO standards. This hands-on guide is packed with tips and insights the author has garnered from personally designing quality management systems that integrate organizational strategy with quality management. Moreover, the book helps professionals create meaningful documentation and a user-friendly,

informative quality manual that together form the core of an effective and responsive quality management system."--Jacket.

Advanced Product Quality Planning - D. H. Stamatis 2018-11-12

This book defines, develops, and examines the foundations of the APQP (Advanced Product Quality Planning) methodology. It explains in detail the five phases, and it relates its significance to national, international, and customer specific standards. It also includes additional information on the PPAP (Production Part Approval Process), Risk, Warranty, GD&T (Geometric Dimensioning and Tolerancing), and the role of leadership as they apply to the continual improvement process of any organization. Features Defines and explains the five stages of APQP in detail Identifies and zeroes in on the critical steps of the APQP methodology Covers the issue of risk as it is defined in the ISO 9001, IATF 16949, the pending VDA, and the OEM requirements Presents the role of leadership and management in the APQP methodology Summarizes all of the change requirements of the IATF standard

Quality Management and Six Sigma - Abdurrahman Coskun 2010-08-16

If you do not measure, you do not know, and if you do not know, you cannot manage. Modern Quality Management and Six Sigma shows us how to measure and, consequently, how to manage the companies in business and industries. Six Sigma provides principles and tools that can be applied to any process as a means used to measure defects and/or error rates. In the new millennium thousands of people work in various companies that use Modern Quality Management and Six Sigma to reduce the cost of products and eliminate the defects. This book provides the necessary guidance for selecting, performing and evaluating various procedures of Quality Management and particularly Six Sigma. In the book you will see how to use data, i.e. plot, interpret and validate it for Six Sigma projects in business, industry and even in medical laboratories.

Outdoor Atmospheric Corrosion - Herbert E. Townsend 2002

A May 2001 symposium in Phoenix, Arizona was originally intended to present results of the Society's 1976 international outdoor atmospheric corrosion test program; it was soon combined with another being

planned on indoor corrosion, but the indoorists stayed home, so all of the 29 papers consider ou

Business Deployment - Forrest W. Breyfogle, III 2008-04

Integrated Enterprise Excellence (IEE) introduces a new organizational governance system that integrates analytics with innovation. The IEE system shows business leaders what to measure and report; when and how to report it; how to interpret and use the results to establish goals; how to orchestrate work activities; and how to develop strategies that are consistent with established goals. These strategies ultimately lead to specific projects that enhance organizational focus and success. This volume discusses problems encountered with traditional scorecard, business management, and enterprise improvement systems; describes how IEE helps organizations overcome these issues by utilizing an enterprise process define-measure-analyze-improve-control (E-DMAIC) system; and details the execution of this system.

Inspection and Measurement in Manufacturing - William Winchell 1996

For the experienced manufacturing professional, the book offers a review of inspection and measurement concepts, and some new insights into the subject. For those new to inspection and measurement, the text will help them grasp the technology involved and the methods for effectively planning applications.

Dictionary of Industrial Terms - Chikezie Nwaoha 2013-01-07

This is the most comprehensive dictionary of maintenance and reliability terms ever compiled, covering the process, manufacturing, and other related industries, every major area of engineering used in industry, and more. The over 15,000 entries are all alphabetically arranged and include special features to encourage usage and understanding. They are supplemented by hundreds of figures and tables that clearly demonstrate the principles & concepts behind important process control, instrumentation, reliability, machinery, asset management, lubrication, corrosion, and much much more. With contributions by leading researchers in the field: Zaki Yamani Bin Zakaria Department, Chemical Engineering, Faculty Universiti Teknologi Malaysia, Malaysia Prof.

Jelenka B. Savkovic-Stevanovic, Chemical Engineering Dept, University of Belgrade, Serbia Jim Drago, PE, Garlock an EnPro Industries family of companies, USA Robert Perez, President of Pumpcalcs, USA Luiz Alberto Verri, Independent Consultatnt, Verri Veritatis Consultoria, Brasil Matt Tones, Garlock an EnPro Industries family of companies, USA Dr. Reza Javaherdashti, formerly with Qatar University, Doha-Qatar Prof. Semra Bilgic, Faculty of Sciences, Department of Physical Chemistry, Ankara University, Turkey Dr. Mazura Jusoh , Chemical Engineering Department, Universiti Teknologi Malaysia Jayesh Ramesh Tekchandaney, Unique Mixers and Furnaces Pvt. Ltd. Dr. Henry Tan, Senior Lecturer in Safety & Reliability Engineering, and Subsea Engineering, School of Engineering, University of Aberdeen Fiddoson Fiddo, School of Engineering, University of Aberdeen Prof. Roy Johnsen, NTNU, Norway Prof. N. Sitaram , Thermal Turbomachines Laboratory, Department of Mechanical Engineering, IIT Madras, Chennai India Ghazaleh Mohammadali, IranOilGas Network Members' Services Greg Livelli, ABB Instrumentation, Warminster, Pennsylvania, USA Gas Processors Suppliers Association (GPSA)

The Certified Six Sigma Green Belt Handbook, Second Edition - Roderick A. Munro 2015-05-13

This reference manual is designed to help those interested in passing the ASQ's certification exam for Six Sigma Green Belts and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects. It is a reference handbook on running projects for those who are already knowledgeable about process improvement and variation reduction. The primary layout of the handbook follows the ASQ Body of Knowledge (BoK) for the Certified Six Sigma Green Belt (CSSGB) updated in 2015. The authors were involved with the first edition handbook, and have utilized first edition user comments, numerous Six Sigma practitioners, and their own personal knowledge gained through helping others prepare for exams to bring together a handbook that they hope will be very beneficial to anyone seeking to pass the ASQ or other Green Belt exams. In addition to the primary text, the authors have added a number of new appendixes, an

expanded acronym list, new practice exam questions, and other additional materials

Statistical Process Control - John S. Oakland 2008

Statistical process control is a tool which enables both manufacturers and suppliers to achieve control of product quality by applying statistical methods to controlling processes. This guide provides an introduction to the concept.

Coloring of Plastics - Robert A. Charvat 2005-02-25

This latest edition of Coloring of Plastics: Fundamentals offers an updated introduction to color as a science while also providing the foundation for many additional technological subjects. The basic families of colorants are described, along with their properties. The material examines how statistical analysis can improve the consistency of colored polymer production runs as well as the colorants used to match the color. Other important topics covered in Coloring of Plastics: Fundamentals, Second Edition include: Environmental issues and the reuse of discarded material Potential problems with the interaction between colorants and other additives Measurement information and matching, visually and instrumentally Techniques for incorporating colorants into polymers as compounds or concentrates Special effect colorants Polymer and colorant manufacturers, plastics compounders, and coating and synthetic fiber industries will acquire an enhanced appreciation of the complex technological issues a colorist must consider if a plastics coloring project is to succeed.

Lawyers Desk Reference - 2001

Introduction to Statistical Quality Control - Douglas C. Montgomery 2020-06-23

Once solely the domain of engineers, quality control has become a vital business operation used to increase productivity and secure competitive advantage. Introduction to Statistical Quality Control offers a detailed presentation of the modern statistical methods for quality control and improvement. Thorough coverage of statistical process control (SPC) demonstrates the efficacy of statistically-oriented experiments in the

context of process characterization, optimization, and acceptance sampling, while examination of the implementation process provides context to real-world applications. Emphasis on Six Sigma DMAIC (Define, Measure, Analyze, Improve and Control) provides a strategic problem-solving framework that can be applied across a variety of disciplines. Adopting a balanced approach to traditional and modern methods, this text includes coverage of SQC techniques in both industrial and non-manufacturing settings, providing fundamental knowledge to students of engineering, statistics, business, and management sciences. A strong pedagogical toolset, including multiple practice problems, real-world data sets and examples, and incorporation of Minitab statistics software, provides students with a solid base of conceptual and practical knowledge.

Statistical Process Control in Industry - R.J. Does 1999-01-31

During the past decade interest in quality management has greatly increased. One of the central elements of Total Quality Management is Statistical Process Control, more commonly known as SPC. This book describes the pitfalls and traps which businesses encounter when implementing and assuring SPC. Illustrations are given from practical experience in various companies. The following subjects are discussed: implementation of SPC, activity plan for achieving statistically controlled processes, statistical tools, and lastly, consolidation and improvement of the results. Also, an extensive checklist is provided with which a business can determine to what extent it has succeeded in the actual application of SPC. Audience: This volume is written for companies which are going to implement SPC, or which need a new impetus in order to get SPC properly off the ground. It will be of interest in particular to researchers whose work involves statistics and probability, production, operation and manufacturing management, industrial organisation and mathematical and quantitative methods. It will also appeal to specialists in engineering and management, for example in the electronic industry, discrete parts industry, process industry, automotive and aircraft industry and food industry.

Food Control and Biosecurity - Alexandru Mihai Grumezescu 2018-02-13

Food Control and Biosecurity, Volume Sixteen, the latest release in the Handbook of Food Bioengineering series, is an essential resource for anyone in the food industry who needs to understand safety and quality control to prevent or reduce the spread of foodborne diseases. The book covers information from exporter to transporter, importer and retailer, and offers valuable tools to measure food quality while also addressing government standards and regulations for food production, processing and consumption. The book presents cutting-edge methods for detecting hazardous compounds within foods, including carcinogenic chemicals. Other related topics addressing food insecurity and food defense are also discussed. Identifies the latest import/export regulations related to food control and biosecurity Provides detection and analysis methods to ensure a safe food supply Presents risk assessment tools and prevention strategies for food safety and process control

Managing Six Sigma - Forrest W. Breyfogle, III 2000-10-11

Advance Praise for Managing Six Sigma "This book is a unique blend of practical knowledge and cultural change, revolution and evolution strategies. I recommend that serious managers buy the book, spend some serious time reading, and then go out and use its lessons to make a name for themselves."-William Baker, Benchmarking/Knowledge Transfer Office, Raytheon Corporation "I believe Managing Six Sigma will be the new reference standard for the quality movement in coming years."- Robert T. Hunter, Executive Vice President, Rehnberg Center for Nutrition and Wellness "[The authors'] step-by-step process for integrating the tools of Six Sigma takes the mystery out of this methodology and, by itself, makes this book worth having."-Dennis Adsit, PhD, Vice President, Quality, Intuit "Breyfogle's Six Sigma deployment methodology is explained in detail for four different business processes: manufacturing, service, transactional, and development. . . . His 21-step plan for each business process is explained in a way that allows any type of company to perform a successful implementation."-Mark Feller, Director of Quality, Baker Electronics "Breyfogle teaches not only the wider application but also the deeper implications and in-depth implementation of Six Sigma deployment in organizations large and

small."-Ram Josyula, President, gelrad.com Managing Six Sigma is the only book that provides both detailed coverage of Six Sigma techniques and effective methods for managing those who implement Six Sigma. With real-world case studies recounting the triumphs and pitfalls encountered during successful implementations at Motorola and General Electric-plus plans, checklists, and metrics to speed up the implementation process-this rich resource helps managers solve problems effectively and ensure a fast, smooth, and successful Six Sigma implementation.

Advanced Product Quality Planning (APQP) and Control Plan - 1995

Advanced Product Quality Planning - D. H. Stamatis 2018-11-12

This book defines, develops, and examines the foundations of the APQP (Advanced Product Quality Planning) methodology. It explains in detail the five phases, and it relates its significance to national, international, and customer specific standards. It also includes additional information on the PPAP (Production Part Approval Process), Risk, Warranty, GD&T (Geometric Dimensioning and Tolerancing), and the role of leadership as they apply to the continual improvement process of any organization. Features Defines and explains the five stages of APQP in detail Identifies and zeroes in on the critical steps of the APQP methodology Covers the issue of risk as it is defined in the ISO 9001, IATF 16949, the pending VDA, and the OEM requirements Presents the role of leadership and management in the APQP methodology Summarizes all of the change requirements of the IATF standard

Improving Outcomes in Public Health Practice - G. E. Alan Dever 1997

With this text, students learn how to explicitly apply the quantitative, analytical methods of quality measurement and improvement to the public health setting. Truly "hands on" this practical textbook provides the public health student with the basic analytical skills essential for implementing a CQI program.

ESD Technology - 1992

The ISO 9001:2015 Implementation Handbook - Milton P. Dentch

2016-08-17

Introduction to Engineering Statistics and Lean Sigma - Theodore T. Allen 2010-04-23

Lean production, has long been regarded as critical to business success in many industries. Over the last ten years, instruction in six sigma has been increasingly linked with learning about the elements of lean production. Introduction to Engineering Statistics and Lean Sigma builds on the success of its first edition (Introduction to Engineering Statistics and Six Sigma) to reflect the growing importance of the "lean sigma" hybrid. As well as providing detailed definitions and case studies of all six sigma methods, Introduction to Engineering Statistics and Lean Sigma forms one of few sources on the relationship between operations research techniques and lean sigma. Readers will be given the information necessary to determine which sigma methods to apply in which situation, and to predict why and when a particular method may not be effective. Methods covered include: • control charts and advanced control charts, • failure mode and effects analysis, • Taguchi methods, • gauge R&R, and • genetic algorithms. The second edition also greatly expands the discussion of Design For Six Sigma (DFSS), which is critical for many organizations that seek to deliver desirable products that work first time. It incorporates recently emerging formulations of DFSS from industry leaders and offers more introductory material on the design of experiments, and on two level and full factorial experiments, to help improve student intuition-building and retention. The emphasis on lean production, combined with recent methods relating to Design for Six Sigma (DFSS), makes Introduction to Engineering Statistics and Lean Sigma a practical, up-to-date resource for advanced students, educators, and practitioners.

Six Sigma and Beyond - D.H. Stamatis 2002-09-25

In this volume of the Six Sigma and Beyond series, quality engineering expert D.H. Stamatis focuses on how Statistical Process Control (SPC) relates to Six Sigma. He emphasizes the "why we do" and "how to do" SPC in many different environments. The book provides readers with an

overview of SPC in easy-to-follow, easy-to-understand terms. The author reviews and explains traditional SPC tools and how they relate to Six Sigma and goes on to cover the use of advanced techniques. In addition, he addresses issues that concern service SPC and short run processes, explores the issue of capability for both the short run and the long run, and discusses topics in measurement.

Measurement Process Qualification - Edgar Dietrich 2011

In production, measurement process capability studies are required. This requirement is obligatory according to several international standards, guidelines and company guidelines of the automotive industry. Due to this requirement, the risk of product liability is to become appreciable and controllable. While the automotive industry implemented gage capability studies during the last years, today, the determination of the extended measurement uncertainty serves as an alternative to capability studies or to the applicability of measurement processes. This book gives a comprehensive overview and assists you in dealing with these requirements in industrial production. Several guidelines contained in this book (Bosch, DaimlerChrysler, General Motors Powertrain) apply the procedures described here. The acquired experience confirms the great benefit of these procedures in practice. The following standards are considered " DIN EN ISO 9001:2000 and ISO/TS 16949 " QS-9000, MSA Third Edition " VDA 6.1, VDA 5 "Measurement Process Capability" " DGQ 13-61 "Gage Management" " GUM / DIN EN V 13005 " DIN EN ISO 14253 " DIN EN ISO 10012:2003 " VDI/VDE/DGQ 2618

Sustaining a Culture of Process Control and Continuous Improvement - Philip J. Gisi 2018-05-16

This comprehensive book presents a methodology for continuous process improvement in a structured, logical, and easily understandable framework based on industry accepted tools, techniques, and practices. It begins by explaining the conditions necessary for establishing a stable and capable process and the actions required to maintain process control, while setting the stage for sustainable efficiency improvements

driven by waste elimination and process flow enhancement. This structured approach makes a clear connection between the need for a quality process to serve as the foundation for incremental efficiency improvements. This book moves beyond talking about the value contribution of tools and techniques for process control and continuous improvement by focusing on the daily work routines necessary to maintain and sustain these activities as part of a lean process and management mindset. Part 1 discusses process quality improvement with an understanding of variation and its impact on process performance. It continues by stressing the importance of standardizing a process to achieve process stability. Once process stability is reflected in a consistent and predictable output, attention is turned to ensuring the process is capable of consistently meeting customer requirements. This series of activities sets the foundation for process control and the sustainable pursuit of efficiency improvements. Part 2 focuses on efficiency improvement by eliminating waste while improving process flow using proven tools and methods. Although there is a clear relationship between waste elimination and process flow, these activities are discussed separately to allow those more interested in waste elimination to work independently from those looking to optimize value stream flow. Part 3 explores the principles, practices, systems, and behaviors required to maintain process control while creating a mindset of continuous incremental improvement. It considers the role organizational structure, discipline, and accountability play as essential components for long term operational success. This book will: Provide readers with a clear roadmap for establishing, achieving, and maintaining process control as the foundation upon which to pursue efficiency improvements. Establish direction and methods for continuous and sustainable process improvement Define the practices, systems, and behaviors required to realize desired results and develop a culture of process control and continuous improvement along the road to operational excellence.