

Part III

Delimiting and Assessing Quality

This part includes two chapters covering how to compare the quality standards with the process. In Chapter 7, acceptance sampling techniques are reviewed. Sampling plans are obtained in order to fulfill requirements pertaining to producer's risk and consumer's risk. The sampled items are assessed against an attribute (defective, non defective) or a variable (a given continuous quality characteristic). Chapter 8 starts establishing the quality specifications, i.e., the voice of the customer (VoC), in order to compare with the voice of the process (VoP) through Capability Analysis. Then, examples using R illustrate the methods, and the ISO Standards related to these topics are discussed.