Quality Across
The Curriculum

Jay Marino and Ann Haggerty Raines, ASQ Quality Press, 2004, 380 pp., $23 member, $28 list (book and CD-ROM).

Quality Across the Curriculum: Integrating Quality Tools and PDSA With Standards K-5 is a book rich with resources for educators delivering learning opportunities and building knowledge and skills using methods, tools and resources to deliver quality as process and quality as result. The book is organized with lesson plans, step-by-step activity outlines and resources, along with data documents on the CD-ROM.

Lessons and resources were developed by teachers in the Rock Island, IL, school district. The book is organized into curricular areas of math, science, social studies and language arts. Specific lessons range from counting money, using plan-do-study-act processes, making decisions about forms of energy, political events, determining fact from opinion, weather and more. This book offers value even if exploration of quality processes, tools and results is not a priority because the book is a resource for lessons and also serves as a reference for substitute teachers and continued learning programs.

The title references K-5 classrooms; however, this book is also for executives, business managers, leaders in government programs, decision makers in healthcare and other people needing to know the how-to in quality. This book provides ideas, curricular outlines, lesson plans and resources for all class sessions. It is definitely a recommended resource for all teachers and should be placed in every school library.

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Process Driven
Comprehensive Auditing

Paul C. Palmes, ASQ Quality Press, 2005, 148 pp., $24 member, $30 list (book and CD-ROM).

Process Driven Comprehensive Auditing: A New Way To Conduct ISO 9001:2000 Audits takes its title and approach from the plan-do-check-act (PDCA) cycle on which the entire ISO 9001:2000 standard was based. This highly readable book and companion CD-ROM provide practical tools for planning, conducting, reporting and following up on process audits using the PDCA framework.

Palmes begins with two premises—first, that traditional auditing focuses on compliance rather than effectiveness and second, that auditor training tends to confuse and intimidate rather than empower the auditor. The main problem with internal auditor training is it typically begins with a comprehensive review of the ISO 9001 standard, which can overwhelm the novice auditor and lead to an audit process that consists largely of determining whether or not the audited organization is following the rules.

In this book, every audit is based on a series of fundamental questions. The book and the CD-ROM include a master checklist and audit guide to assist the internal auditor in tailoring these fundamental questions to the particular process and ISO 9001 requirements. The book addresses the most important problems in process auditing with clarity, logic and good sense. It reinforces the PDCA cycle as the basis of business process improvement and auditing—placing particular emphasis on the importance of planning in both.

This book is explicitly written for the novice internal auditor but will be equally valuable to the experienced auditor seeking a new approach. Lead auditors will find the book a valuable training aid. Although the idea of auditing for effectiveness is not new, the book provides a practical and easily learned approach to implementing this ideal.

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Six Sigma in Transactional
And Service Environments

Hasan Akpolat, Gower Publishing, 2004, 163 pp., $94.95 (book).

In the late 1980s, Motorola developed Six Sigma out of a need for improvement in its pager manufacturing processes. Since then, Six Sigma has been implemented by many manufacturing companies, predominantly in the United States. In the late 1990s, however, Six Sigma gained wider popularity due to successful implementation at General Electric. Six Sigma has now become one of the integral aspects of manufacturing, as well as nonmanufacturing, businesses worldwide. While many books have been published on Six Sigma in recent years, they have focused mainly on its application in manufacturing and product development. *Six Sigma in Transactional and Service Environ-ments*, in contrast, focuses specifically on the application of Six Sigma in nonmanufacturing environments.

Akpolat's book is comprised of two parts. Part one provides necessary knowledge for understanding the Six Sigma methodology and its underlying concepts. Part two consists of practical examples of Six Sigma application in transactional and service environments in the form of real-world case studies written by internationally successful companies. They complement the reader's knowledge of Six Sigma and increase comprehension of issues surrounding Six Sigma implementations. Examples come from airlines, banking and customer service industries.

The focus is on the implementation of the Six Sigma methodology rather than on the statistical tools and techniques. The aim of this book is to provide the reader with some practical and useful guidelines for Six Sigma deployment and its application to transactional and service processes.

This book is written for newcomers as well as experienced practitioners who are interested in improving processes in everyday business operations. With a balance of theory and case studies, this book is an invaluable guide for managers in service environments, as well as students and researchers of operations management.

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Glossary and Tables for
Statistical Quality Control

ASQ Statistics Division, ASQ Quality Press, 2005, 200 pp., $30.50 member, $38 list (book).

The fourth edition of *Glossary and Tables for Statistical Quality Control*