



# **SPC: Practical Understanding of Capability by Implementing Statistical Process Control, third edition (Walkabout)**

*James C. Abbott*

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Statistical Process Control, or SPC, is one of the most misunderstood and underused tools in modern business practice. SPC: Practical Understanding of Capability by Implementing Statistical Process Control, third edition debunks the myth that SPC is only for engineers or technical managers. In fact, SPC is the proper set of tools for any operation where a product is created using a continuously repeated process. This is true for both manufacturing and service industries (sometimes the "product" is actually a service to people.) Author James Abbott uses everyday language to explain WHAT makes SPC work, WHY it will work for every situation, and HOW it fits into the overall decision-making process. This third edition of SPC is the result of years of feedback and refinement. An expanded appendix provides complete glossaries of terms, constants, formulas, and a practice question and answer section.

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