



# Quality Concepts for the Process Industry

*By Michael Speegle*

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## **Quality Concepts for the Process Industry** By Michael Speegle

Quality Concepts for the Process Industry prepares readers for a career as process plant operators. This book covers the classical concepts of quality control in a style and at a depth that should be acquired by all employees of the process industries. Each chapter of the text contains chapter objectives, thorough discussions of the concepts presented, a summary, and end-of-chapter review questions. There is a complete glossary of terms and a list of additional references in the back of the book.

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Preface. About the Author. 1. Why Quality is Important. 2. How It All Began. 3. The Quality Gurus. 4. ISO 9000 (2000). 5. Total Quality Management. 6. Customer Satisfaction. 7. Employee Empowerment. 8. Teamwork and Teams. 9. Communication. 10. Personal Effectiveness. 11. The Economics of Quality. 12. Quality as a System. 13. The Cost of Quality. 14. Quality Tools (Part 1). 15 Quality Tools (Part 2). 16 Variation. 17 Concepts of Statistical Quality Control. 18 SPC and Control Charts. 19 Process Capability. 20 Epilogue. Glossary. References. Subject Index.

### **About the Author**

Michael R. Speegle is currently the Department Chairman of Process Technology, Instrumentation and Electrical Technology at San Jacinto College in Pasadena, Texas. He holds a master's degree in biology from the University of Texas at Arlington, and has worked for 18 years in the petrochemical and refining industry in various roles. Retired from BP-Amoco, Speegle completed three oil and gas internships sponsored by BP to enhance the teaching of oil and gas exploration and production. He is also the author of several books and articles in the field and co-authored two textbooks for analyzer technicians. Speegle is a member of the Gulf Coast Process Technology Association and has received a certificate in oil and gas production from the Center for the Advancement of Process Technology.

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