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GUIDE BIBLIOGRAPHIQUE DANS LE DOMAINE DE LA GESTION, L'ASSURANCE ET LE CONTRÔLE DE LA QUALITÉ

gratuit

Bernard Clément, professeur titulaire
J.A. Cornell, professeur
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Département de mathématiques appliquées

École Polytechnique de Montréal
mai 1988

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par

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Préface

Ce guide bibliographique est une adaptation de l'article:

> A Partial Inventory of Statistical Literature on Quality and Productivity through 1985.
>
> Stephen Vardeman and John A. Cornell
> Journal of Quality Technology, vol. 19, 1987, pp. 90-97.

Nous avons remanié l'ordre des rubriques, ajouté de nouvelles et complété la bibliographie en ajoutant des articles et des monographies publiés en 1986 et 1987. Nous vous serions reconnaissants de nous signaler toute omission que vous jugez importante.

TABLE DES MATIÈRES

Chapitre		page
1.	ABRÉVIATIONS	1
2.	MONOGRAPHIES ET ARTICLES SUR LA GESTION DE LA QUALITÉ	2
3.	RÔLE DE LA STATISTIQUE EN QUALITÉ ET PRODUCTIVITÉ	6
4.	MONOGRAPHIES SUR LE CONTRÔLE DE LA QUALITÉ	8
5.	ARTICLES SUR LE CONTRÔLE DE LA QUALITÉ	12
6.	CONCEPTION ET PLANIFICATION DES EXPÉRIENCES	16
7.	MONOGRAPHIES ET ARTICLES SUR LA MÉTHODE TAGUCHI	19
8.	FIABILITÉ	22
9.	ÉTUDE DE CAS PAR INDUSTRIES	23
10.	PROGICIELS	28
11.	REVUES SUR LA QUALITÉ	29
12.	MATÉRIEL AUDIO-VISUEL	31
13.	BREF HISTORIQUE	33

Chapitre 1

ABRÉVIATIONS

AQQ	Association Québécoise de la Qualité
ANSI	American National Standards Institute
ANOM	Analysis of Means
ASA	American Statistical Association
ASQC	American Society for Quality Control
ASTM	American Society for Testing and Materials
DOE	Design of Experiments
EVOP	Evolutionary Operation
IEEE	Institute of Electrical and Electronic Engineers
IIE	Institute of Industrial Engineering
JQT	Journal of Quality Technology
JIT	Just In Time
JRSS	Journal of the Royal Statistical Society
OR	Operations Research
PLEX	Plant Experimentation
QA	Quality Assurance
QC	Quality Control
SQC	Statistical Quality Control
SRE	Society of Reliability Engineers
SSC	Société Statistique du Canada

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TAGUCHI

Des études de cas sur la méthodologie des plans d'expériences et la méthodologie Taguchi sont présentés annuellement depuis 1983 lors d'un Symposium Annuel organisé par l'American Supplier Institute. Les comptes-rendus sont disponibles auprès du Canadian Supplier Institue Inc, Toronto Airport Skyline Hotel, 655 Dixon Road, Rexdale, Ontario M9W 1J4. Consulter SUPPLIER SYMPOSIUM à la rubrique méthode Taguchi pour les études de cas.

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Chapitre 10

PROGICIELS

QUALITY PROGRESS (1987). Directory of Software for Quality Assurance and Quality Control, vol 20, no 3, pp. 33-66.

NACHTSHEIN, C. J. (1987). Tools for Computer-Aided Design of Experiments.
Journal of Quality Technology, pp. 132-160.

Chapitre 11

REVUES SUR LA QUALITE

IAPQR Transactions- publié deux fois par année par Indian Association of Productivity, Quality and Reliability.

INDUSTRIAL QUALITY CONTROL: (1944-1967) publié par American Society for Quality Control. Cette revue est l'ancêtre de la revue Journal of Quality Technology et de Quality Progress.

JOURNAL OF QUALITY TECHNOLOGY: trimestriel de l'ASQC publié depuis 1968 et comportant des articles sur des nouvelles techniques et leurs applications.

JOURNAL DE LA QUALITE: trimestriel publié par AQQ depuis 1980 .Articles sur la gestion totale de la qualité.

QUALITY PROGRESS: mensuel de l'ASQC publié depuis 1968. Articles de vulgarisation, des annonces de produits et des nouvelles de l'ASQC.

TECHNOMETRICS: trimestriel publié conjointement par l'ASQC l'ASA depuis 1959. La revue est dédiée au développement et l'utilisation de nouvelles méthodes statistiques dans les sciences physiques, chimiques et celles de l'ingénierie.

Revues publiant quelquefois des articles sur la qualité

Applied Statistics,
The American Statistician,
Communications in Statistics,
International Statistical Review,
Journal of the American Statistical Association,
American Laboratory,
AT&T Bell Laboratories Technical Journal,
Evaluation Engineering,
IEEE Transactions on Reliability,
IIE Transactions,
International Journal Technology Management
Industrial Research Developpement,
The International Journal of Engineering Science,
Journal of the Operational Research Society,
Management Science,
Naval Research Logisics Quaterly,
Operations Research,
Quality,
Quality Assurance.

Chapitre 12

MATERIEL AUDIO-VISUEL

'Engineering Statistics',
'Manufacturing Quality Control',
'Statistics for Technicians',
'Statistics for Managers',
Departement Q, Engineering Renewal and Growth,
Colorado State University, Engineering Center,
Fort Collins, CO 80523.

'If Japan Can, Why Can't We ?'
Emission produite par NBC en 1980.
Disponible auprès de American Statistical
Association, Washington, DC.

'Quality, Productivity and Competitive Position'.
MIT Video Courses, Massachusetts Inst. of Technology,
81cb-24, Massachusetts Avenue, Room 9-234, Cambridge,
MA 02139. Vidéo de Deming.

'Roadmap for Change',
'Management Five Deadly Diseases',
Encyclopedia Britanica Educational Corporation,
Business and Industry Division, 1488 South Lapeer
Road, Lake Orion, MI 48035.

The Deming Library. Volume I: The New Economic Age.
Volume II: The 14 Points.
Films Incorporated, 5547 North Ravenswood Avenue
Chicago, IL, 60640-1199.

Deming, W. E. (speaker) (1981).
Deming on statistics in Industry: Implications
for Statisticians an for Statistical Education
with discussants.
American Statistical Association, Washington, D. C.

Design of Experiments. 6-tape video series.
Perry Johnson, Inc. 3000 Town Center, suite 2960,
Southfield, Michigan 48075. (313) 356-4410.
Telex: 4931992 Fax: (313) 356-4230

The Taguchi Approach to Experimental Design.
8-tape video series. American Technologies, Inc.
123 S. Jefferson, St., Marshall, Michigan 49068.
(616) 781-3014.

Juran On Quality Leadership. (45m.)
Juran Institute, Inc.
88 Danbury Rd., Wilton, CT 06897-4409, USA.
Telephone: (203) 834-1700
Telex: 6711220 JURAN UW

Chapitre 13

BREF HISTORIQUE

1924 Le Dr. Walter Shewhart de Bell Laboratories dans une communication à la Western Electric, propose une méthode pour identifier et contrôler les variations du pourcentage de produit non-conforme dans un procédé de fabrication: le contrôle statistique des procédés vient de naître.

1931 Le Dr. Walter Shewhart publie: Economic Control of Manufactures Product.

1930-40 Développement de plans d'ispection par échantillonnage par Dodge et Romig de Bell.

1939-45 Emploi massif du contrôle statistique des procédés par l'industrie de guerre.

1946 Fondation de l'American Society for Quality Control. La société compte 46000 membres individuels et 400 membres corporatifs.

1945-65 Emploi du contrôle statistique des procédés dans l'industrie suivit de l'abandon progressif de ces méthodes.

1950 Le Dr W. E. Deming est invité au Japon par la JUSE (Japanese Union of Scientists and Engineers) pour pronconcer des conférences sur la qualité. Deming s'adresse à la haute direction des entreprises et aux autorités gouvernementales à la mise en oeuvre d'un programme national de sensibilisation et formation dans le domaine de la qualité.

1950-55 Visites répétées de Deming et Juran au Japon.

1951 Création par la JUSE du prix Deming pour honorer la personne (un prix) et la compagnie (un prix) qui a fait le plus pour amiliorer la qualité.

1960-80 La concurrence internationale, particulièrement du Japon et Allemagne, qui avec des produits de qualité fait perdre une part importante du marché mondial à l'industrie américaine; durant les années 70-80, les compagnies américaines ont perdu 50 % du marché mondial des produits suivants: automobiles, caméras, audio, médical, médical, téléviseurs, outils, pneus radiaux, moteurs électriques, fours micro-ondes, microscopes électroniques, outils, optique.

1980 Célèbre émission de NBC au USA:

'If Japan Can, Why Can't We ? '

1980 Premier numéro de la revue Qualité.

1983 Fondation de l'Association Québeçoise de la Qualité.

1982 Création de l'American Supplier Institue à Détroit sous l'impulsion de la compagnie Ford. Cet institut fait la promotion de la méthode Taguchi utilissant les plans d'expériences dans la conception des produits.

1987 Création du Canadian Supplier Institue, filiale de l'American Supplier Institute.

1987 Création à l'université de Waterloo d'un Centre de Qualité et de Productivité semblable à celui de l'Université de Wisconsin à Madison. Le centre canadien est financé conjointement par le Conseil National de Sciences Naturelles et de Génie et l'industrie automobile canadienne.

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