

Twenty Things You Need to Know

By Donald J. Wheeler

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An alternate title for this book might have been "Lessons Learned from a Lifetime of Data Analysis." Drawing on 40 years of study, practice, instruction, and consultation, this book provides brief answers to many of the commonly occurring questions that arise when people begin to use process behavior charts. While the first chapter recaps some material from Understanding Variation, the rest complement and complete the message of that book. In every case the objective was to enable you to better and more easily use process behavior charts to get the most out of your processes and operations. Since not all sources of information about SPC are equally reliable, some of the chapters are, of necessity, focused on mistakes and misinformation that are currently in circulation. In the interest of completeness, these chapters also include enough of the background material to justify the answer given. In addition, citations are given for those who wish to delve more deeply into any particular topic.

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Editorial Review

About the Author
Dr. Donald J. Wheeler has been actively planting the seeds of transformation in companies and organizations around the world for over 25 years. His classes have been credited with being the essential element in turning companies around and taking them from red ink to black. In less spectacular ways his seminars have been the foundation for establishing learning cultures within many organizations in various industries. Unlike so many classes where the emphasis is upon techniques, Dr. Wheeler's classes go far beyond mere techniques to teaching the way of thinking needed to use those techniques effectively. He has worked with over 250 companies in chemical processing, health care, medical equipment, information technology, steel and aluminum production, agribusiness, food production and processing, electronics, pulp and paper processing, automotive suppliers, government agencies, and banking. Dr. Wheeler has taught over 1000 seminars in the USA, Canada, Mexico, England, Scotland, Ireland, Wales, Norway, Sweden, Finland, Germany, Belgium, Switzerland, Portugal, South Africa, Brazil and Malaysia. Over 60,000 students from the US and 32 countries on five continents have attended his seminars, which are held in Knoxville, Tennessee. Marketing research shows that word of mouth advertising brings in the majority of these students. We love it when our clients and students tell their friends and colleagues how good Dr. Wheeler's classes are! Along with his acclaimed seminars, Dr. Wheeler has also authored or coauthored twenty books which collectively form the definitive library for Discovery through Data Analysis. His books are being used throughout the US and in over 41 countries around the world. Dr. Wheeler has M.S. and Ph.D. degrees in Statistics from Southern Methodist University. He taught at the University of Tennessee for 12 years where he was an Associate Professor of Statistics. He is a Fellow both the American Statistical Association and the American Society for Quality, and he was an associate of Dr. W. Edwards Deming until his death in 1993. In short, Dr. Wheeler is the internationally recognized expert on Data Analysis and SPC. He has the knowledge, the experience, and the ability to communicate that knowledge and experience to others. For more information on Dr. Wheeler's books and seminars, contact SPC Press at 800-545-8602.

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