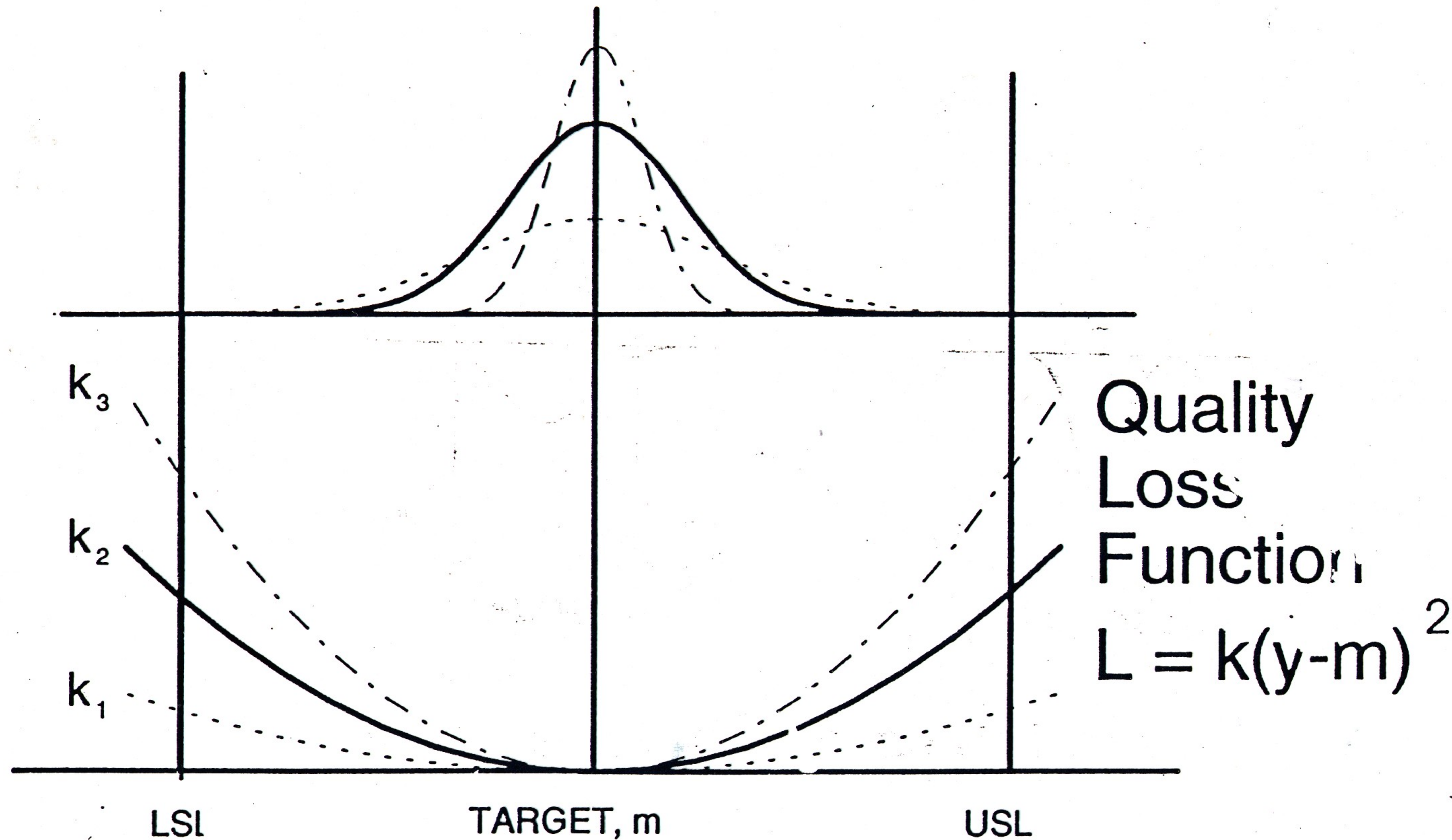


# "Some Lessons in Variation" From Dr. W. Edwards Deming

Comments on an example of measuring dispersion:

*This simple illustration should put to rest forever use of measures of dispersion like Cpk, as it has no meaning in terms of loss. . . Conformance to specifications, Zero defects, Six Sigma Quality, and other nostrums, all miss the point (so stated by Donald J. Wheeler, 1992).*

# Defining "Quality Loss"



"A better description of the world is the Taguchi Loss Function . . ."

Dr. W. Edwards Deming, Out of the Crises