



# Quality Management in Plastics Processing

By Robin Kent

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## Quality Management in Plastics Processing By Robin Kent

*Quality Management in Plastics Processing* provides a structured approach to the techniques of quality management, also covering topics of relevance to plastics processors. The book's focus isn't just on implementation of formal quality systems, such as ISO 9001, but about real world, practical guidance in establishing good quality management. Ultimately, improved quality management delivers better products, higher customer satisfaction, increased sales, and reduced operation costs.

The book helps practitioners who are wondering how to begin implementing quality management techniques in their business focus on key management and technical issues, including raw materials, processing, and operations. It is a roadmap for all company operations, from people, product design, sales/marketing, and production – all of which are impacted by, and involved in, the implementation of an effective quality management system.

Readers in the plastics processing industry will find this comprehensive book to be a valuable resource.

- Helps readers deliver better products, higher customer satisfaction, and increased profits with easily applicable guidance for the plastics industry
- Provides engineers and technical personnel with the tools they need to start a process of continuous improvement in their company
- Presents practical guidance to help plastics processing companies organize, stimulate, and complete effective quality improvement projects

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## **Editorial Review**

### **About the Author**

Dr Robin Kent has a B.Eng.(Hons.) in Materials Engineering from Monash University (Australia) and a Ph.D. in Polymer Physics from the University of Surrey (UK)). He has been involved with polymer processing since 1971 and has worked as Technical Director for several of the major plastics processing and window systems companies in UK and Europe.

He has published over 400 technical and management papers on plastics and windows and 6 books on plastics processing. He regularly lectures on energy management in plastics processing and materials technology throughout the world. He has chaired 5 committees setting standards for the UK plastics and window industry and is a regular judge for major plastics and glazing industry awards.

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