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STATISTICAL QUALITY CONTROL OF CLERICAL OPERATIONS

"Industrial Quality Control" (U.S.A.), No. 3, Sept. 1967,
pp. 154—162, 7 figures, 2 tables, 12 bibl. references.

After describing the experience of a firm in the statistical control of office work quality, in conditions where they are mechanized, the paper refers to the structure and tasks of the statistical control of quality department created to this end; to the contents and order of the statistic control operations; to the method of choosing the selective samples and the forms used; to the comparison of the errors occurring before and after the introduction of statistical control.

Finally, the advantage and the economic efficiency of statistical quality control are made evident.