SAS/QC® software offers a variety of specialized tools for quality management and improvement. A wealth of tools are included for establishing statistical quality control and reducing variability. A complete full-screen environment is provided for producing Shewhart charts, performing process capability analyses, and for pinpointing manufacturing problems with Pareto and Ishikawa diagrams. Complete on-line help and an on-line tutorial is included. For quality engineering applications, a complete environment for designing and analyzing industrial experiments is also included. A variety of designs can be constructed, including two-level factorial, response surface, orthogonal array and mixture designs. Facilities are also included for Taguchi applications, giving the engineer ready access to state-of-the-art techniques. Users with limited statistical training get results quickly — an introductory tutorial and extensive help provide an excellent way to learn about experimental design and analysis.