The origins of quality engineering are in manufacturing, where quality engineers apply basic statistical methodologies to improve the quality and productivity of products and processes. In the past decade, people have discovered that these methodologies are effective for improving almost any type of system or process, such as financial, health care, and supply chains. This paper begins with a review of key advances and trends within quality engineering over the past decade. The second part uses the first part as a foundation to outline new application areas for the field. It also discusses how quality engineering needs to evolve in order to make significant contributions to these new areas. © 2015 The Authors Quality and Reliability Engineering International Published by John Wiley & Sons Ltd.
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